snom
VoIP phones

snom.com

# snom 720

IP Phone

# User Manual

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Our firmware includes some source code that may be used and modified by anyone and everyone under the GNU Public License (GPL) (see Appendix on page **??**), provided they, in turn, make it available to everyone else with the same licensing agreement. Please go to http://www.snom.com/en/support/download/gpl-quellcode/ for the original GPL license and the source code of components licensed under GPL and used in snom products.

# Important information

Please read the instructions on safety and disposal and on how to set up and use the device before using it and also give them to other users to read or inform those users of their contents. Save this manual and do not give the device to third parties without it.

## Safety instructions

Follow the instructions in this manual and other applicable documentation of the device.

- If the phone is not supplied with power via an Ethernet cable, use only a power adapter expressly recommended by snom technology. Other power supplies may damage or destroy the phone, affect its behavior, or induce noise.
- Avoid placing the cables where people may trip over them or where they may be exposed to mechanical pressure as this may damage them.
- This device is for indoor use only! NOT FOR OUTDOOR USE!
- Do not install the device in rooms with high humidity (for example, in bathrooms, laundry rooms, damp basements). Do not immerse the device in water and do not spill or pour liquids of any kind onto or into the device.
- Do not install the device in surroundings at risk for explosions (paint shops, for example). Do not use the device if you smell gas or other potentially explosive fumes.
- Do not use the device during thunderstorms. Lightning striking the power grid may cause electric shocks.
- **Warning:** The handset contains a magnet, and its earpiece may attract small dangerous objects such as needles or pins. Please ensure before each use that no such objects are present.

### SELV (Safety Extra Low Voltage) compliance

Safety status of Input/Output connections comply with SELV requirements.

> **Warning:** To avoid electric shock, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and PSTN ports contain TNV circuits. Some LAN and PSTN ports both use RJ-45 (8P8C) connectors. Use caution when connecting cables.

## Standards conformance

CE This device is CE and FCC-certified and meets European and US health, safety, and environmental standards.

FC Unauthorized opening, changing, or modifying the device will cause the warranty to lapse and may also result in the lapse of the CE and FCC certifications. In case of malfunction contact authorized service personnel, your seller, or snom.

# Product specifications

- **Safety:** IEC 60950-1:2007
- **Certifications:** FCC Class B, CE Mark
- **Power consumption:** 2.7-4.1 watts (without USB peripherals)
- **Power:** 5 V DC
- **1 x LAN, 1 x PC:** RJ45
- **Ethernet:** 2 x IEEE 802.3/1 Gigabit switch
- **Power over Ethernet: IEEE 802.3af, Class 2**

# Disposal of the device

This device is subject to European Directive 2002/96/EC and may not be disposed of with general household garbage.

If you do not know where you may dispose of the device at the end of its lifespan, contact your municipality, your local waste management provider, or your seller.

# Cleaning

To clean the device, use an anti-static cloth. Please avoid cleaning liquids as they might damage the surface or internal electronics of the device.

# Notational conventions

Throughout this manual you will see the below-listed symbols and notations, indicating the action you need to take next.

- Navigation key: The arrows (up, down, left, and right ▲▼◀▶) are used to navigate in in menus and lists. Depending on the context, they indicate pressing the top, bottom, left, or right edge of the navigation key or pressing the function keys underneath the display symbols ↑, ↓, ←, or →, when these symbols are available. Somethimes either method will work.

| | |
|---|---|
| ▲ | Press top edge of navigation key |
| ▼ | Press bottom edge of navigation key |
| ◀ | Press left edge of navigation key |
| ▶ | Press right edge of navigation key |

- Symbol ✓: To confirm actions and input. Depending on the context, they indicate pressing the confirmation key or the function key underneath the display symbol Ok, when this symbol is available. Somethimes either method will work.
- Symbol ✕: To cancel actions and input. Depending on the context, they indicate pressing the cancel key or the function key underneath the display symbol Cancel, when this symbol is available. Somethimes either method will work.

*Confirmation key* *Navigation key* *Cancellation key*

- Menu items: Represented by number and title, e.g., "5 Maintenance".
- Sequences of **actions to be taken**. The character "**>**" indicates the next step in a sequence of actions to change a setting or perform a function.

Example 1: ☰ > 1 Preferences > 4 Language > ▲▼ > ✓ > ✕

| | |
|---|---|
| ☰ | Press the key to open the Settings menu |
| > 1 Preferences | Next, press the number "1" key on the alphanumeric keypad. Alternatively press ✓. |
| > 4 Language | Next, press the number "4" key on the alphanumeric keypad. Alternatively, navigate to "4 Language" with the navigation key and press ✓ to open the list of available languages. |
| > ▲▼ | Scroll through the list by pressing either the up ▲ and down ▼ arrows on the navigation key. |
| > ✓ | Save your selection and return to the previous screen by pressing the confirmation key. |

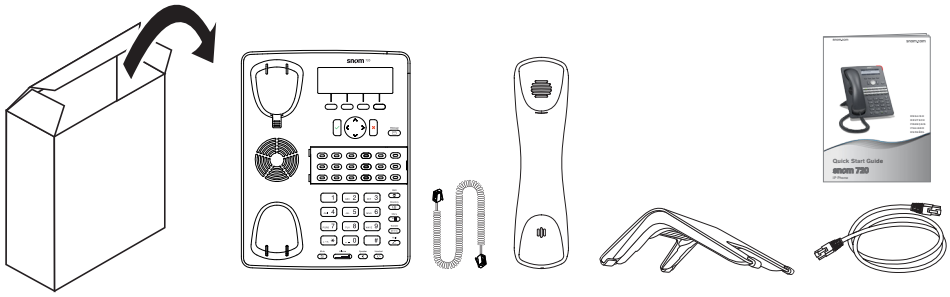
| | |
|---|---|
| > ✕ | Press the cancel key briefly to return to previous screens one screen at a time; press the key for 3 seconds to return to the idle screen. |

Example 2: Web interface > Advanced > Behavior > Phone Behavior > Number Guessing > "On"

| | |
|---|---|
| Web interface | Open the phone‘s web interface (see on how to do it) |
| > Advanced | Click on the item "Advanced" in the menu on the left side of the window |
| > Behavior | Next, click on the tab labelled "Behavior". The **bold** lettering of the title on a tab indicates that its contents are currently visible. |
| > Phone Behavior | Find the section titled "Phone Behavior" |
| > Number Guessing | Find the item "Number Guessing" |
| > "On" | Click on the radio button "on" |

# Setting up the phone

## Delivery Content

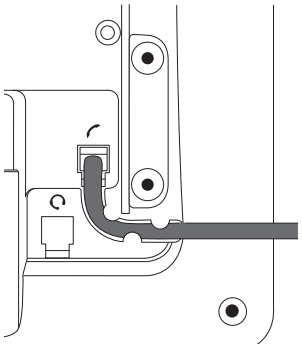


- Base phone unit
- Footstand
- Handset
- Handset cord
- Ethernet cable
- Quick Start Guide

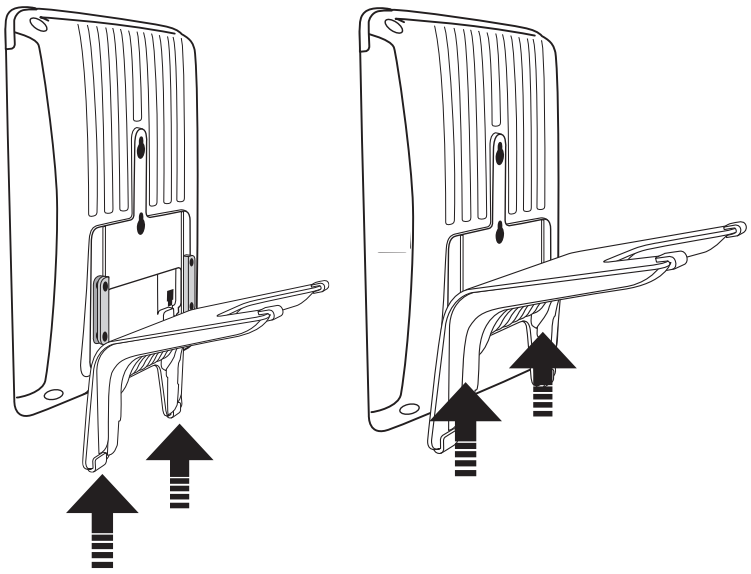
## Attaching and detaching the footstand

The footstand can be attached at two different angles: 55° and 33°.

> **Note:** Before attaching the footstand to the phone, plug the long end of the handset cord into the connector labelled " " on the back of the phone and place the cord in the cable guide.



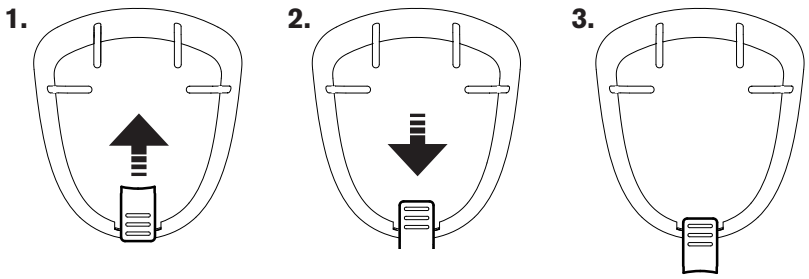
1. Place the top of the grooves on the footstand below the slideguides on the back of the phone.
2. Push the footstand upwards onto the slideguides until they lock in place.



3. Plug the short end of the handset cord into the connector on the handset.
4. Place the phone on an even, horizontal surface.

## Rotating the tab of the handset rest

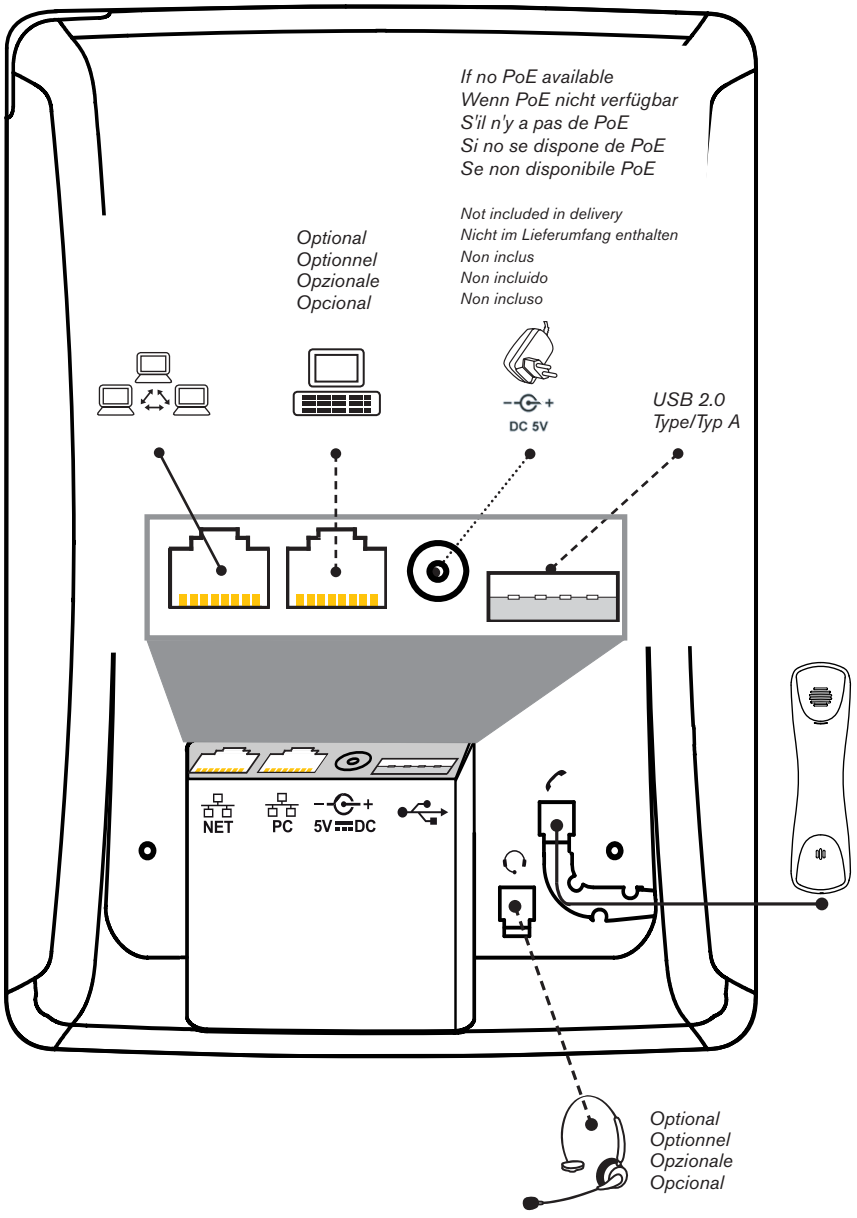
The phone is delivered with the tab level with the inner edge of the handset rest. If you are going to mount the phone on a wall, we recommend that you rotate the tab 180°. The wall mounting instructions are attached as Appendix x.




1. Slide the plastic tab from the handset rest (Fig. 1)
2. Rotate the tab 180°.
3. Slide the tab back into the handset rest (Fig. 2). The top of the tab now protrudes slightly above the inner edge of the handset rest (Fig. 3), so that it will hold the handset more securely.

# Connecting the phone

The phone can be operated with Power over Ethernet (PoE) provided via the network cable or, if PoE is not avaible in your network, with a 5V DC power adapter.




- Plug the Ethernet (network) cable into the RJ45 connector labeled “NET”, and plug the other end into the network side to establish a data link. The second RJ45 connector, labeled “PC”, is for daisy-chaining further Ethernet devices without the need for a second Ethernet connection line.
- If PoE is not available, use a 5V DC power supply (not included in delivery).

  **Note:** Use only a power supply expressly recommended by snom; other power supplies may damage or destroy the phone, affect its behavior, or induce noise. Insert the plug of the power supply into the connector labeled “DC 5V”, and hook up the plug to the wall outlet.

### Connecting a headset

- If you want to use a wired headset, connect it to the RJ audio jack labeled " ".
- If you want to use a wireless headset, insert the Bluetooth-compatible USB adapter into the USB receptacle. See also the Quick Start Guides of the snom USB BT adapter and the snom HS BT headset.

  **Note:** If both a wired and a wireless headset are connected to the phone, incoming calls will go to the wireless headset.

# Initializing and registering the phone

## Prerequisites

To be able to use VoIP, you or your company must have:

- A broadband internet connection.
- Access to the internet via a router. This could be a separate device available in various versions from many different manufacturers or in the form of a router on a server or a PC.
- Account information provided by your network administrator or a VoiP account with a VoIP service provider who supports the VoIP SIP standard. The phone supports up to 12 VoIP accounts with one or more VoIP providers.

You will need the registration information received from your Internet service provider or your network administrator. Required and optional data differ from provider to provider. They normally include:

- Account (usually the phone number). On snom phones, an account is called an "identity".
- Registrar
- Password

User name, authentication name, outbound proxy may also be required. These are settings that can only be configured on the web interface of the phone after it has been successfully registered. If your provider or your network provides a mailbox account, that setting is also configured on the web interface. For more information, see IDENTITIES...

## Initialization

snom phones are plug-and-play. Once the phone is connected to your network, it will begin to initialize.

**Note:** Normally the initialization is completely automatic, using DHCP. If the phone cannot discover a DHCP server in the subnet, you will be asked: Are you using DHCP? If your network does not support DHCP, press ✕ and enter the IP address, netmask, IP gateway, and DNS server manually. Ask your Internet service provider or your network administrator for them.

Watch the display and, when asked to, make selections with ▼ ▲ and save with ✓.

1. You will be prompted in English to select a language. Use ▼ ▲ to select another language, if applicable, and press ✓ to save the language preceded by ▶.
2. Next, you will be prompted in the language of your choice to select a time zone. This affects the time shown on your display.
   - Press the function key underneath Jump to move to the beginning of the next time zone.
   - Press ▼ ▲ to move up or down the list one item at a time.
   - Press the function key underneath Reduc to show only those time zones where the selected phone language is spoken.
   - Press the function key underneath More to show all time zones.
   - Press ✓ to save the time zone preceded by ▶.
3. Next, you will be prompted to select the tone scheme of a country. This affects the dial tone you hear when you pick up the receiver. Different countries use different dial tones.
   - Press ▲ ▼ to move up or down the list one item at a time.
   - Press ✓ to save the tone scheme of the country preceded by ▶.
4. The display shows the "Welcome" screen. Press any key to log on.
5. Enter the account number. Save with ✓.

   **Note:** See ?? on page ?? on how to enter numbers and letters.
6. Enter the registrar. Press ✓.
7. Enter the password received from your Internet service provider or administrator and press ✓.

   **Note:** The SIP user name and password of your first account are automatically set as your default HTTP user name and password

After successful registration you will see the phone symbol and the registered account (identity) in the identity line underneath the date/time bar:

**Note:** If you see the account on the display preceded by an empty square and the phone does not work, the server may be down, either for servicing or due to a malfunction. The registration and initialization should be completed as soon as the server is up and running again. You may want to check with your administrator or your provider if nothing happens within a reasonable amount of time.

## What to do if initialization and registration are unsuccessful

Your network or your VoIP provider may require more login data than requested by the snom phone during the initialization and registration process. This data is entered on the web interface of the phone. Contact your network system administrator or your VoIP provider for more information.

1. When you have received all necessary data, open the phone's web interface.

2. Open Configuration Identity 1 and enter any additional login information you have received from your provider.

   **Note:** A number of IP telephony service providers and a number of SIP PBXs require settings that are different from snom's standard factory settings. snom's web page lists numerous providers and PBXs that have been tested for interoperability with our phones and specific settings that may be required. Do not change the standard configuration unless you know what you are doing. Expert help may be required.

## Correcting the clock

The phone receives the time and date from your NTP time server. If the time and/or date on the display are incorrect, you may need to set the correct time zone.

- Changing the settings on the phone: See .
- Changing the settings on the phone‘s web interface: See .

If the time is still incorrect, there may be a problem with the time server. Contact your network administrator or your IP provider..

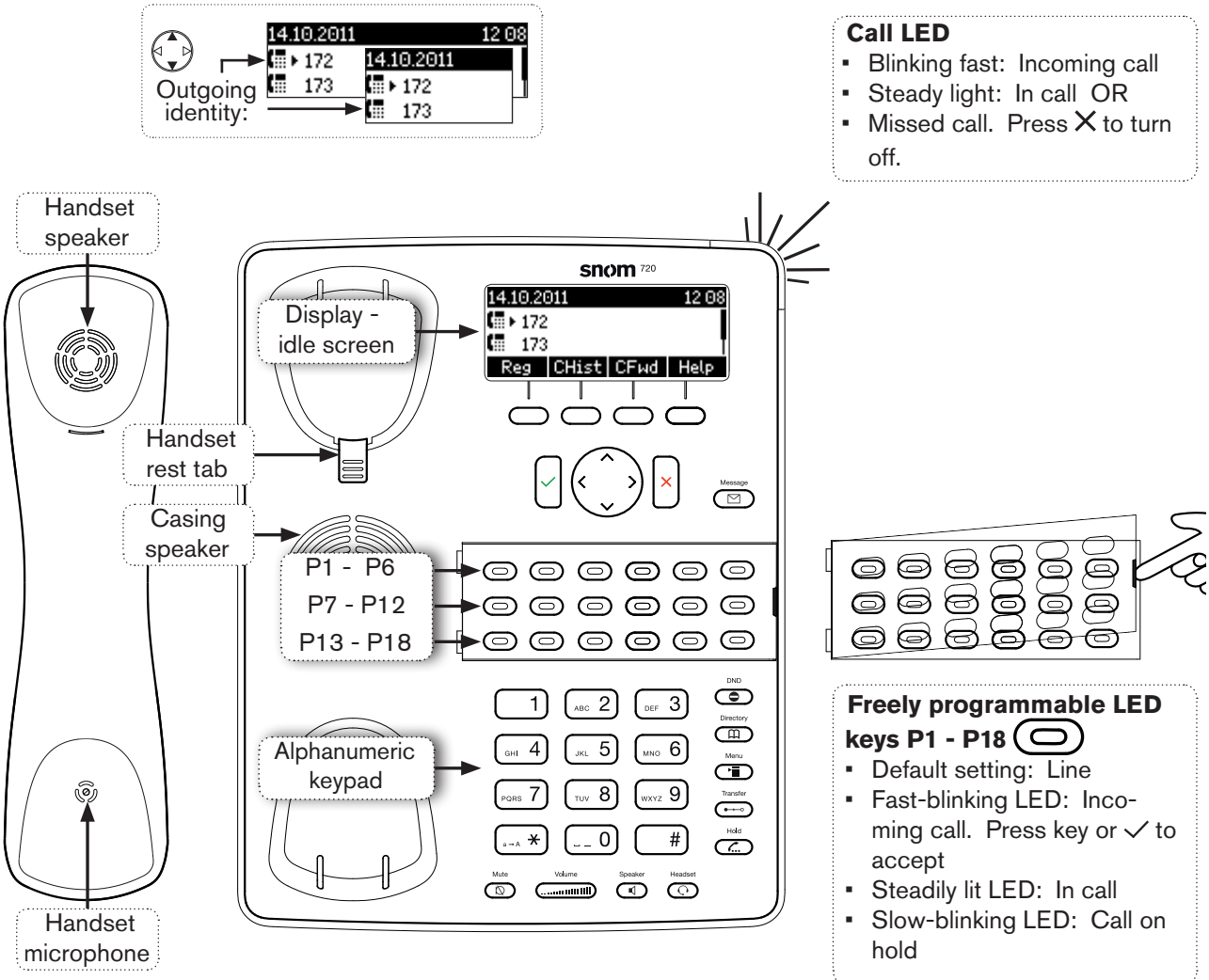
**Default formats:**

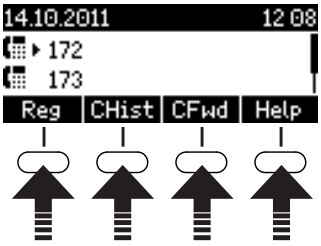
- **Time**. 24-hour clock, e.g. 17:35. Changing to AM and PM formats: See .
- **Date**. US date format MM/DD/YEAR, eg. 11/23/2010. Changing to European format DD.MM.YEAR, e.g. 23.11.2010: See .

# Getting to know your phone

## At a glance

The factory settings at a glance:




Press the function key to activate the function, open the list etc. depicted by the symbol above the key.

**Context-sensitive, programmable function symbols and function keys**

| | |
|---|---|
| Reg | Select outgoing identity, incl. inactive identities |
| CHist | Call lists (missed, received, dialled calls) |
| CFwd / noFwd | Forwarding all calls (on/off) |
| Help | Show IP address of phone and snom's web address. When there is status information, this function key is replaced by: |
| Info | Status information (call forwarding active, passwords not set, missed calls, etc.) |

## Navigation keys

- Confirming, saving actions & input, and returning to previous screen
- Accepting calls on speaker-phone and in headset mode
- **From idle screen: Redial**

- Canceling actions & input, and returning to previous screen
- Terminating calls on speaker-phone and in headset & hand-set modes
- Turning off call LED after missed call

- From idle screen: Selecting identity for outgoing calls
- In other contexts: Navigate up/down

- From idle screen ◀: Received calls
- In other contexts ◀: Navigate/space left

- From idle screen ▶: Missed calls
- In other contexts ▶: Navigate/space right

## Audio control keys

Adjusting the volume
- of the ringer when the phone is idle or ringing
- of the handset/casing loudspeaker when in a call

**Keys with LEDs** - key lights up when function is activated:

Muting and unmuting the microphone

Toggling between handsfree and handset mode. Press to dial number and accept calls on speakerphone.

Headset mode on/off

## Dedicated, customizable function keys:

MWI key with LED
- Lit when message is waiting on mailbox
- Press to listen to message(s)

Turn DND (do not disturb) on/off (see page )

Directory (see "Directories", page )

Settings menu (see "Settings", page )

Transfer call (see "Using the Phone", page )

Hold call (see "Using the Phone", page )

**Star key** *
- In editing mode:
  - Press for one second to change input mode (numerals > lower case > upper case)
  - Press briefly to type *
- On idle screen: Press for 3 seconds to **lock/unlock the keypad**

**Pound** (hash) **key** #:
Rescue mode for TFTP update

# LED indicators

## Call indicator

The bright-red LEDs situated around the upper right corner of the phone indicate incoming, ongoing, held, and missed calls. They will be:

- Blinking rapidly when a call is coming in
- Glowing steadily when dialling, when in a call, and when a call is on hold
- Blinking slowly when there was a missed call
  - Press ✕ if you wish to turn the LEDs off without viewing the call history .
  - Viewing the particulars of the missed call:
    1. Press the function key underneath CHist to show the Call History screen. "Missed calls" is the top item of the list and highlighted.
    2. Press ✓ to view missed calls and simultaneously turn off the LED.

## Function key LEDs

Depending on the function mapped onto the key, the green or red LEDs on the key will be activated when the key event occurs. The factory setting is “line”.

### Green LEDs will

- blink rapidly when a call is ringing on the line;
- glow steadily when there is an ongoing call on the line;
- blink slowly when a all is on hold on the line

### Red LEDs

When other functions are mapped onto the keys, the red LEDs may glow or blink. See Fkeys. Example: When the "extension" function has been mapped onto a key to monitor an extension, the LED will

- blink rapidly when a call is ringing on the extension;
- glow red steadily when the extension is busy.

## Message LED

Glowing red when there is a new message on the mailbox.

# Hard keys

## Freely programmable function keys with LEDs

These are freely programmable function keys that can be programmed on the Function Keys page of the phone's web interface, keys P1 - P18. For information on how to map functions onto these keys, see . The factory default setting is "line". See also At a glance for further information.

## Context-sensitive, programmable function keys

These are context-sensitive, programmable function keys. The functions available on the idle screen can be programmed on the "Function Keys" page of the phone's web interface. For further information, see .

You cannot change the functions that are available when the phone is active, for example when you are in a call, when the phone is ringing, etc. Depending on the activity, different functions will be available.

## Navigation, confirmation, and cancel keys

can be programmed with the key events available in their drop-down menus. See Configuring the function keys for further information. The factory settings are:

| | | |
|---|---|---|
| | **Navigation key** | |
| | ▲<br>▼ | ▪ On idle screen: Press to select identity for outgoing calls<br>▪ In other contexts: Moving up and down lists one item/button at a time |
| | ◀ | ▪ In text fields, press to move the cursor to the left one character at a time.<br>▪ On idle screen, press to open list of received calls. |
| | ▶ | ▪ In text fields, press to move the cursor to the right one character at a time.<br>▪ On idle screen, press to open the list of missed calls |
| | ▪ Press to accept calls on speakerphone and in headset mode.<br>▪ Press to confirm actions/settings and return to preceding screen.<br>▪ On idle screen: Redial. | |
| | ▪ Press to terminate calls on speakerphone and in headset and handset modes.<br>▪ Press to cancel actions and return to preceding screen.<br>▪ On idle screen: Press to turn off LED indicating missed call(s). | |

## Preprogrammed, variably programmable function keys

Freely programmable. See Configuring on page  for further information. Factory settings:  See "At a glance" .

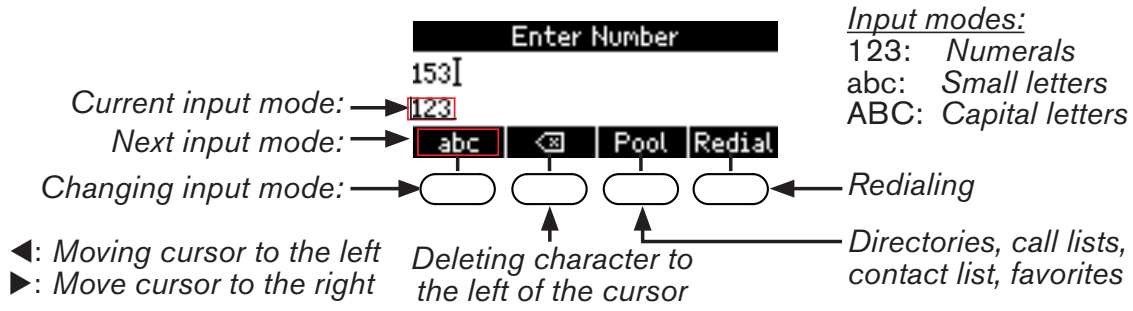
| | |
|---|---|
| | Message key with LED<br>▪ Lit when new message is waiting on mailbox<br>▪ Press to retrieve messages |
| | Turn "do not disturb" (DND) mode on and off.  In DND mode incoming calls do not ring; callers hear the busy signal.<br>**Exception:** Phone numbers on your directory's VIP list (see Contact Types)<br>Press key to turn DND on and off.  When it is on, you'll see the DND symbol on the display.<br> |
| | Phone directory.  See |
| | Opens the settings menu of the phone.  See |
| | Transfer key.  See |
| | Hold key.  See |

## Audio Control Keys

| | |
|---|---|
| | Press the right or left edge of the key to adjust the volume<br>▪ of the ringer when the phone is idle or ringing<br>▪ of microphone/loudspeaker when in call |
| **Keys with LEDs**.  The key lights up when the function is activated: | |
| | Muting and unmuting the microphone |
| | ▪ Toggling between handsfree and handset mode<br>▪ Dialing numbers on speakerphone<br>▪ Accepting calls on speakersphone |

| | |
|---|---|
| | Toggling between headset and handset modes.<br><br>**Note:** Handset mode overrides headset mode. When the handset is picked up, the LED of the headset key will turn off, indicating that you can now use only the handset for the call. The phone will return to headset mode when the handset is placed in the cradle; the LED lights up again. |

## Alphanumeric Keypad




Press any key on the alphanumeric keypad or pick up handset to open the "Enter Number" screen. The current input mode is indicated in the line underneath the cursor line. Press the left function key underneath the display to switch to the input mode indicated by the symbol directly above it in the function key line.

| Text in Information Line = current input mode | Press function key to switch to input mode indicated by symbol in Function Key Line |
|---|---|
| 123 | abc |
| abc | ABC |
| ABC | 123 |

### Entering numerals, letters, special characters, and symbols

When entering letters and special characters, pause briefly after each character until the cursor moves forward. Pausing is not necessary when entering numerals.

**Numerals.** In numeral mode, press the respective number key to type the number printed on the key.

**Letters.** When in input modes small and capital letters, press the alphanumeric key with the respective letter one, two, three, or four times quickly to type the first, second, third, or fourth letter printed on the key. Pause briefly after each letter.

> **Example:** In small letter mode, press the "2" key once to type an "a", twice to type a "b", and three times to type a "c".

**Letters with accents and umlauts.** When in input modes small and capital letters, press the alphanumeric key with the basic form of the respective letter as many times as necessary. Pause briefly after each letter. Available letters with accents and umlauts depend on the phone's language setting.

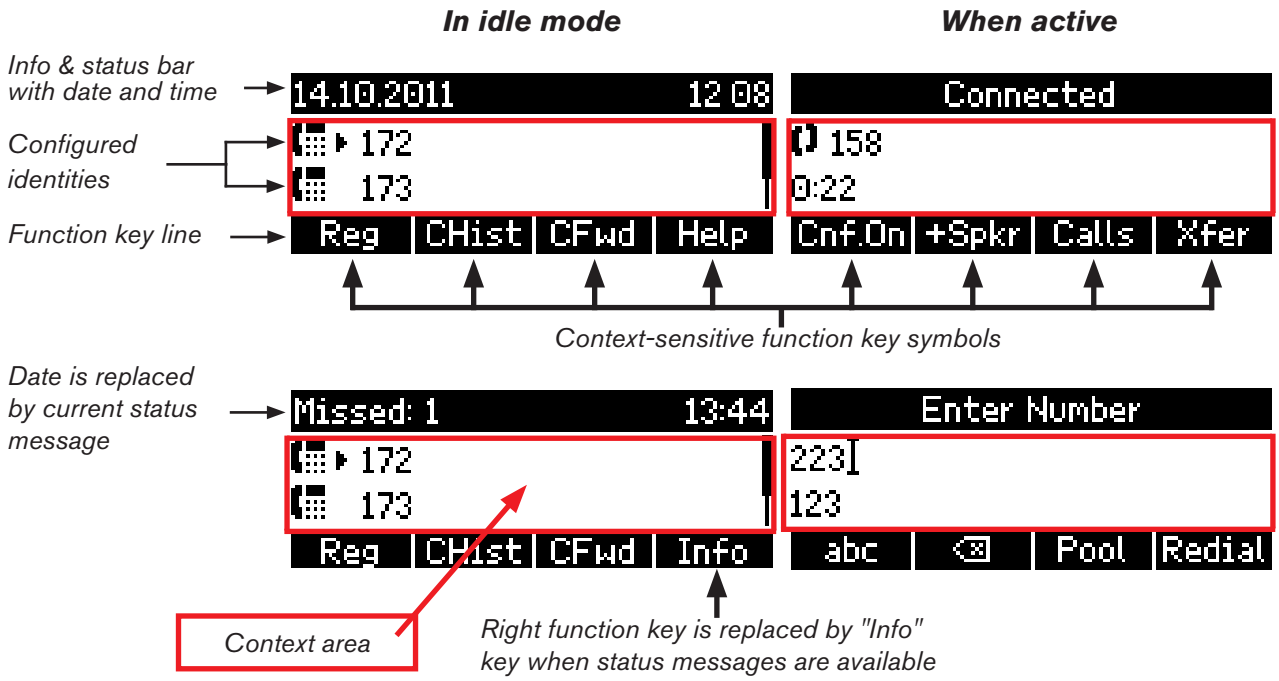
**Example:** If the phone language is German, press key "2" four times to type "ä".

**Entering special characters and symbols.** In input modes small and capital letters, press keys "0" and "1" one or more times quickly. Pause briefly after each character or symbol.

- Period. Press "1" once.
- Space ("␣"). Press "0" once.
- Underscore ("_"). Press "0" twice.
- Special characters listed in the table. Press "1" as many times as indicated.

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1x | . | 2x | + | 3x | @ | 4x | 1 | 5x | : | 6x | , | | |
| 7x | ? | 8x | ! | 9x | - | 10x | _ | 11x | / | 12x | \ | 13x | ( |
| 14x | ) | 15x | ; | 16x | & | 17x | % | 18x | * | 19x | # | | |
| 20x | < | 21x | = | 22x | > | 23x | $ | 24x | [ | 25x | ] | | |

# Display layout




## Idle Mode

In idle mode, the display presents the following information:

**Info and status bar:** The date and time are displayed in this line, unless there is a new status message.

Any of numerous messages concerning the current status of the phone will replace the date in this bar, for example missed calls, the availability of a firmware update, a reboot being required, etc. If there is more than one current status message at any one time, the one with the highest priority will be shown. For a comprehensive list in descending order of priority, see Appendix 1.

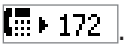
Two of the most common status messages you will see in idle mode are:

- The word "Missed:" and the number of missed calls since the last time you checked missed calls or turned off the missed calls indicator.
- The text "Forward" followed by "all", "on busy", or after Timeout" and the phone number incoming calls will be forwarded to. When there are missed calls, this information is replaced by the missed calls information.

Deleting status messages:

- Messages will be deleted automatically when the underlying cause is removed, i.e., call forwarding is turned off, password is set, etc.
- Manually: Press Info, if the button is available, or ☰ > 6 Information > 1 Status info to open the "Status info" screen. Use ▲ / ▼ to scroll through the list. Press Del to delete the selected item.

**Context area:** Configured identities.

| | |
|---|---|
| | **Outgoing identity**<br>▪ The current outgoing identity is indicated by the right arrow pointing towards it:  . When you call someone, this is your identity for the call.<br>▪ Select a different identity for the next call by pressing ▲▼ on the navigation key. |
| | **Active identity**<br>▪ Can be called<br>▪ Can be selected as the outgoing identity for making calls by pressing ▲▼ on the navigation key. |
| | Identity not properly registered. See |
| | Identities can be rendered inactive without removing the registration settings by changing their status to "inactive" on the phone's web interface. Inactive identities are not displayed on the idle screen. They cannot be called or selected as the outgoing identity. To reregister the identity, open the phone's web interface > Configuration Identity (1-12).<br>1. Change the "Identity active" setting to "on".<br>2. Click on "Re-Register".<br>3. Click on "Save". |

For information on configuring new identities or modifying existing ones, see .

### Function key line

The symbols on the buttons in this line depict the functions that can be activated by pressing the function key underneath the respective symbol. See Display Symbols for a complete list. The factory defaults are:

| | |
|---|---|
| Reg | **Outgoing Identity** screen: screen: Displays the complete URIs of all active identities.<br>1. Press Reg to show the screen.<br>2. Change the outgoing identity with ▲ ▼.<br>3. Press ✓. |
| CHist | Call lists (missed, received, and dialed calls). See |
| CFwd | noFwd Forwarding all calls (on/off). See |
| Info | Displaying all currently available status messages. If you map a different function onto this key, it will be replaced by this status key whenever a status message becomes newly available. Press key to display status messages; press DEL to delete displayed status messages one after the other. This will also delete the message in the status bar, for example call forwarding settings. For further information, see |

## When the phone is active

The display will inform you of any activity the phone is engaged in. This information is presented in the form of text or symbols or both.

**Info bar:** This line contains a description of the current activity, like Connected, Calls on Hold, etc..

**Context area:** Depending on the activity, this area will contain symbols (incoming call ringing, outgoing call ringing, etc.) and text like the phone number calling, the extension number being called, conference partners, etc. See Using the phone.

In editing modes (i.e., when dialing or editing directory entries), the current editing mode (i.e., numerals, small letters, or capital letters) is displayed in the line above the function key line; during active calls that line will display the duration of the call.

### Function key line

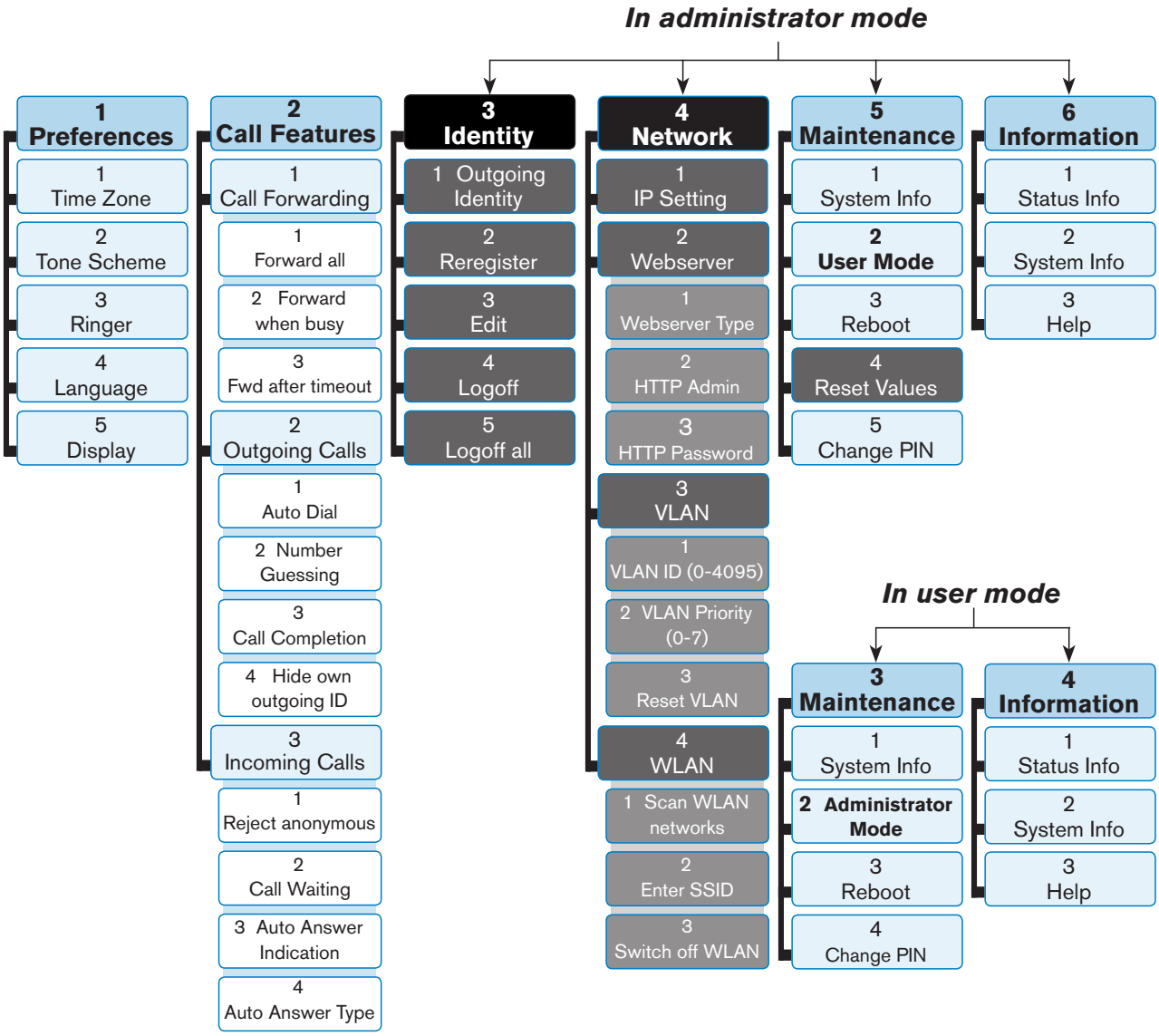
Depending on the current activity of the phone, the key function key line will present various functions that can be activated by pressing the function key underneath the respective symbol. See Display Symbols for a list of available functions.

# Settings

A comparatively small number of settings can be adjusted on the phone; many more are available on the phone's web interface. For further information on the web interface, see The Phone's Web Interface and Customizing the function keys.

## Phone menu

Press to open the main menu on the display. To open a submenu and subsequent submenus, press its number on the alphanumeric keypad.




The submenus and the settings shaded black and gray are not available when the phone is running in user mode. The factory setting is administrator mode. For more information on user/administrator modes, see "User Mode/Administrator Mode" on page 25.

**Note:** When the phone is in administrator mode and the Maintenance menu is on the

display, pressing key 2 [ABC 2] will switch the phone to user mode.

When the phone is in user mode and the Maintenance menu is on the display, press key 2 [ABC 2] to switch the phone to administrator mode. You will be asked for the administrator password. The default administrator password is 0000 (4 x zero).

# The phone's web interface

### Firmware versions below 8.7.4

When the web interface is opened for the first time upon initialization, you will see the Security page.

We urge you to set administrator and HTTP passwords to protect your phone from remote attacks. The default administrator password is 0000 (4 zeros); there is no default HTTP password.

> **Note:** If you set your own passwords, be sure to write them down and store them in a secure place. Without the administrator password, you will not be able to return the phone and the web interface from user mode to administrator mode.

If you do not wish to set an HTTP password, you can turn off the reminder on the phone's display until the next reboot or forever by clicking on the respective button. If you change your mind later, you can set the password on the phone's web interface, "Advanced"page > "QoS Security" tab > "HTTP Server" or turn off the warning later at Advanced > QoS Security > Security > Ignore security advices.

### Firmware versions 8.7.4 and higher

When you register the first account during the initialization of the phone, your SIP user name and password will be registered as the HTTP user name and password. If you wish to change them later, you can do so on the phone's web interface > Advanced > QoS Security > HTTP Server.

## Opening the web interface

1. Look up the phone's IP address: ☰ > 6 Information > 2 System Info.
2. Open a web browser on your PC. Enter the IP address, preceded by "http://" in the address bar (for example: http://192.168.10.115) and press ENTER. The home screen opens.

## How the web interface works

The vertical menu on the left side of the window is always the same, no matter which window happens to be open at the time. Available menu items depend on whether the phone is running in user or administrator mode.

Click on a menu item to open that page. Some pages contain several documents. To make a document visible, click on its tab. The font weight of the characters on the active tab is bold. Only one tab can be active at a time.

> **Note:** Any changes you make will not take effect until you click on "Apply". Changes will be lost if you open another page of the web interface or if you close the web interface without first clicking on "Apply".
>
> After you have clicked on "Apply", the "Save" button will appear at the top of the page. Click on "Save" to save the changes permanently. Changes that have not been saved will be lost if and when the phone loses power or is disconnected from its power source.

**Web settings overriding manual phone settings**

In some cases settings activated on the web interface override manual settings on the phone. If a setting you have made on the phone does not appear to take effect, look for a conflicting setting on the web interface.

# User mode/administrator mode

snom phones can be operated in administrator or user mode. In administrator mode, all settings are accessible and can be modified; in user mode, a number of settings are not accessible. The factory default is administrator mode.

When the phone is running in user mode, the administrator password is required to revert to administrator mode. The default administrator password is 0000 (4 x zero). We recommend that you change the password.

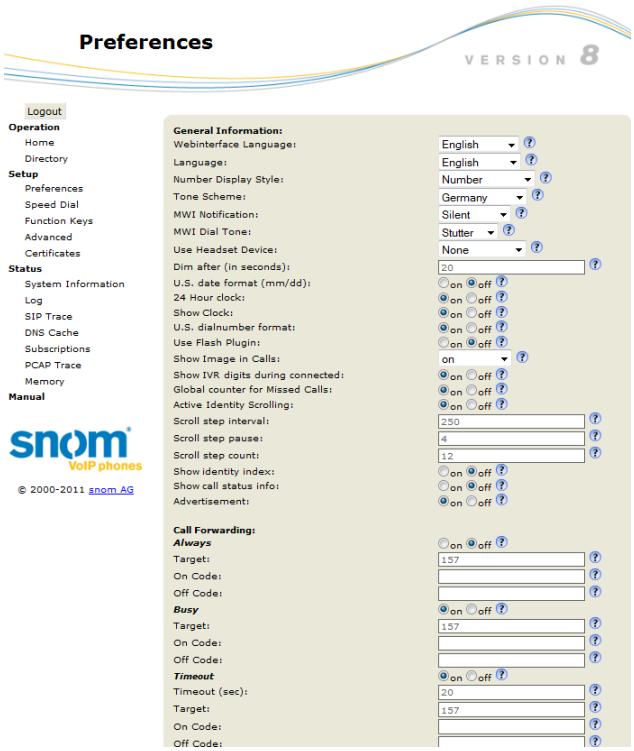
> **Note:** Do not forget to write the new password down and store it in a safe place; without it, a TFTP reset to factory values is necessary to return the phone to administrator mode.
>
> If your phone is administered centrally, user mode may be the rule. Please check with your administrator.

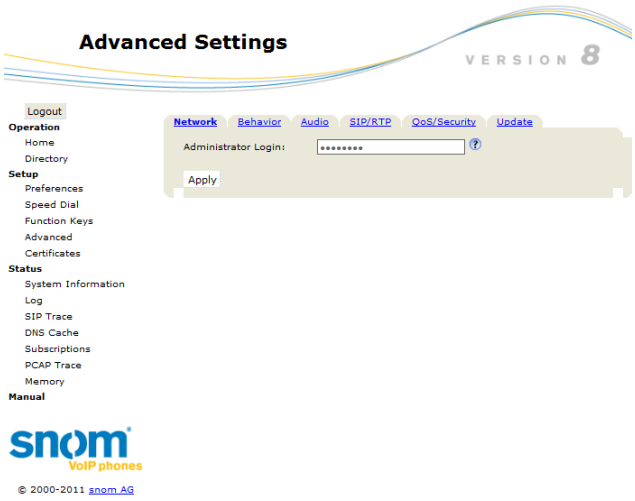
## User mode on the phone

The "Identity" and "Network" menus and the setting "Reset Values" in the "Maintenance" menu are inaccessible.

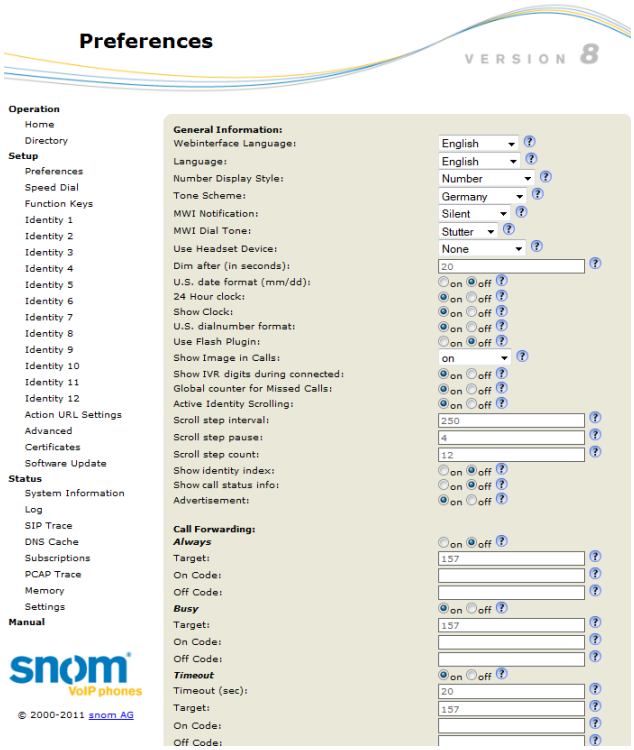
## User mode on the web interface

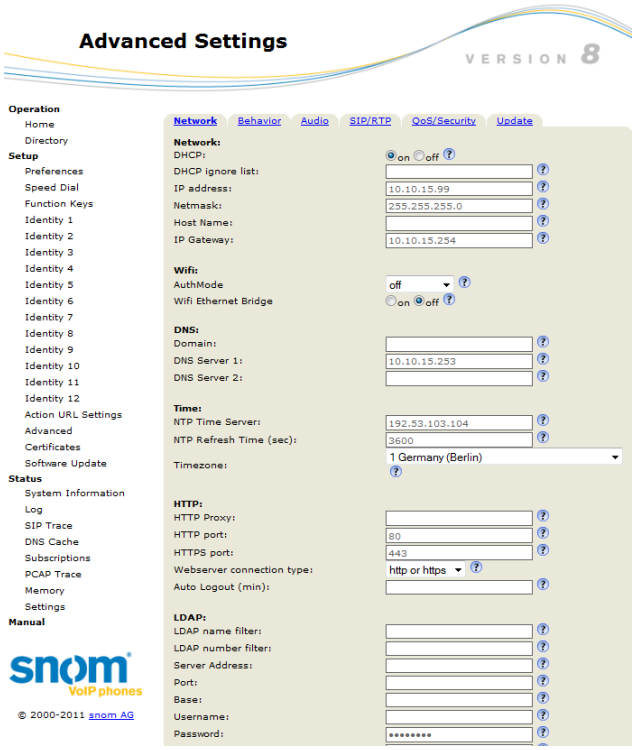
Some windows like "Preferences" are available in user mode while many are not. The menu item "Advanced" is available but the settings normally found on it are not. In user mode the two pages look like this:




To return the phone and its web interface to administrator mode, enter the administrator password in Administrator Login and click on "Apply". The default password is 0000 (4 x zero). The two pages in administrator mode look like this:




- If a window contains several pages, click on the tab at the top to open the page. The font weight of the characters on the tab of the visible page is **bold**.

- Any changes you make will not take effect until you click on "Apply". Changes will be lost if you open another page of the web interface or if you close the web interface without first clicking on "Apply".

  **Note:** Whenever you click on "Apply", the "Save" button will appear at the top of the page. Click on "Save" to save the changes permanently. Changes that have not been saved will be lost if and when the phone loses power or is disconnected from its power source.

# Display symbols and Icons

## Symbols found in the function key line

The buttons symbolize the functions that are currently available for activation. Press the function key underneath the symbol to activate the function.

### Programmable function symbols

These are the symbols displayed in the function key line when the phone is idle. They can be selected on the phone's web interface > Function Keys page. See .. for the default settings.

| | |
|---|---|
| Reg | Displaying SIP URLs of all active identities; selecting outgoing identity |
| CHist | Call list menu (missed, received, and dialed calls) |
| Info | Currently available status messages |
| DND | Turning DND on and off |
| Contac | Contacts list |
| CFwd / NoFwd | Forwarding all calls (turning on/turning off) |
| Presen | Allowing presence signaling |
| Retr. | Retrieving messages from mailbox |
| Settin | Settings menu |
| Dir. | Directory |
| Calls | Monitoring calls on other extensions (see Extension Monitoring). The button will only be displayed when there are ongoing calls. |
| Help | IP address of phone and snom's web address |
| Redial | Redial (dialed calls) |
| A.Cal. | Received calls |
| Mis.C. | Missed calls |
| Fav. | Favorites |
| LDAP | LDAP Directory |
| Id.v. | Next outgoing ID |
| Id. | Previous outgoing ID |
| ABS | Address book search (OCS accounts only) |

## Context-sensitive symbols

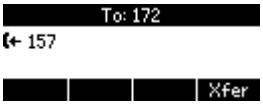
These are the symbols displayed in the function key line when the phone is active, for example when a call is ringing, when you are dialing, etc.

| | |
|---|---|
| Ok | Confirming a selection or an action |
| Cancel | Terminating/canceling an action and return to the previous screen |
| abc | Switching input mode to small letters |
| ABC | Switching input mode to capital letters |
| 123 | Switching input mode to numerals |
| | Deleting the character to the left of the cursor |
| | Moving down lists in various contexts |
| | Moving up lists in various contexts |
| Pool | Displaying available directories, contact lists, etc. |
| Sort | Sorting Directory entries |
| Edit | Editing mode for selected entry in Directory |
| | ▪ Moving the cursor to the left when entering/editing directory entries<br>▪ With more than one call on hold or waiting, press to show other callers |
| | ▪ Moving the cursor to the right when entering/editing directory entries<br>▪ With more than one call on hold or waiting, press to show other callers |
| Del | Deleting selected directory entry |
| Save | Adding caller's number to Directory |
| Details | Showing details of missed calls (to, from, date/time, total number) and of received and dialled calls (to, from, date/time, duration) |
| ESC | Returning to call list |
| Del | Deleting selected call list entry |
| Clear | Deleting entire call list |
| Jump | Moving to beginning of next time zone |
| More | Expanding the list of time zones to show all |
| Reduc | Collapsing the list of time zones to show only time zones relevant to the language setting (i.e., countries where the language is spoken) |
| Redial | Last numbers dialed. Redial selected number (preceded by ▶) |
| Cnf.On | Establishing conference between calls on hold and yourself |
| Hold | Putting conference participants on hold |

| | |
|---|---|
| Xfer | Call transfer |
| +Spkr | Turning on the casing speaker |
| -Spkr | Turning off the casing speaker |
| Calls | On active screen (i.e., in call etc.): Monitoring calls on other extensions (see Extension Monitoring). The button will only be displayed when there are ongoing calls. Press to show details of calls on monitored extensions. |
| Info | Available status messages like firmware update available, reboot required, call completion pending, call forward activated, etc. |

# Display indications

## On activity

| | | |
|---|---|---|
| | First line in context area:<br>Incoming call ringing |  |
| | Connected (single connection or conference) | |
| | Second line in context area:<br>Call waiting. If there is more than one call waiting, view and select with ← / →. | |
| | Call(s) on hold | |

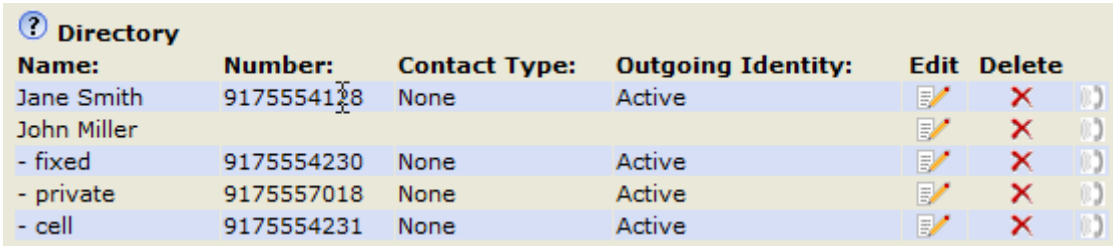
## On idle screen

| | |
|---|---|
| | **Outgoing identity**<br>▪ The current outgoing identity is indicated by the right arrow pointing towards it: 172. When you call someone, this is your identity for the call.<br>▪ Select a different identity for the next call by pressing ▲▼ on the navigation key. |
| | **Active identity**<br>▪ Can be called<br>▪ Can be selected as the outgoing identity for making calls by pressing ▲▼ on the navigation key. |
| | Identity not properly registered. See |

# Directories

## Directory

The directory is the built-in directory of the phone. It can hold 1000 entries. Entries can be added and edited on the phone and on the web interface.


Directory
Name: Number: Contact Type: Outgoing Identity: Edit Delete
Jane Smith 917555418 None Active
John Miller
- fixed 9175554230 None Active
- private 9175557018 None Active
- cell 9175554231 None Active

Any changes you make on the web interface will not take effect until you click on "Save" or on "Apply" and "Save", depending on your firmware version. Changes will be lost if you open another page of the web interface without first clicking on "Apply"/"Save".

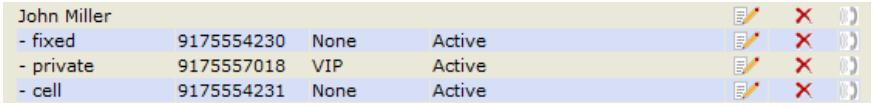
### Definitions, explanations

#### Directory entry

Each entry must have at least one phone number; multiple associated phone numbers are possible. If you do not enter a first and/or last name and/or nickname, the phone number will appear under both "Name" and "Number".

- Entry with one phone number:

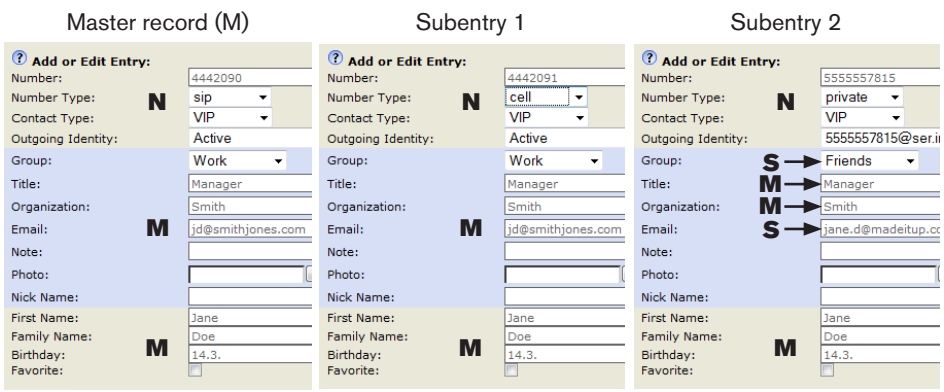
- Entry with several associated phone numbers:




**Number area (N):** Individual settings for the master record and each subentry possible.

**Blue area.** Data can be different for each associated phone number. If subentry textfields are blank, the data from the master record is displayed.

**Name area.** Same data for the master record and all subentries.




Blue area of Subentry 2: Different "Group" selection (S), different entry in textfield of "Email" (S). No entry in text fields of "Title" and "Organization", therefore same as Master Record.

### Contact Types

VIP: Calls from numbers with this contact type will ring on your phone even when DND mode is active. You can assign a ringtone to this contact type. If your VIP is also assigned to a group (see below) and if that group has a distinct ringtone, the ringtone assigned to the group will be played.

Deny List: Calls from phone numbers with this contact type will not ring on your phone. The caller hears the "Busy" signal.

### Outgoing identity

The default setting is "Active" which means that the phone will use the current outgoing identity whenever you dial the number of the phone book entry.

You can also select a specific identity to be used as the outgoing identity whenever the number is dialed, for example, if you want to use a specific VoIP provider for these calls.

> **Note:** To use an outgoing identity specified in the directory, you must dial the number from the directory. If you simply type it on the keypad, the current outgoing identity, as indicated on the display, will be used.

### Group

The available group types are Friends, Family, Work, Colleagues. You can assign a distinct ringtone to each group type.

## Ringtones

The phone has 10 built-in ringtones that can be assigned to identities, group types, and contact types. It is also possible to download a custom melody.

Assigning ringtones to identities: See

### Assigning ringtones to contact type VIP and group types

1. Open the phone's web interface > Preferences > Directory Ringtones.
2. Select a ringtone from the respective drop-down menu and click on "Apply". If you choose "Custom Melody URL", enter the URL to the data file in the text field. It must be a file of the type PCM 8 kHz 16 bit/sample (linear) mono WAV.

> **Note:** Ringers assigned to contact type VIP and to any of the group types override the ringers assigned to the identities. For example, if you have assigned ringer 1 to one of the identities and ringer 2 to the group "Colleagues", the phone will play ringer 2 when a contact from the "Colleagues" group calls that identity.

## Adding/Editing Entries on the Phone

### Adding new entry manually

3. Press 🕮 to open the phone's directory.
4. Press ▲ on the navigation key to go straight to <New Item> or use navigation arrows to navigate to it.
5. Press ✓.
6. Enter the phone number and press ✓.
7. Enter a nickname in the text field of "nick name" (optional) and/or press ✓. The "Details" screen opens.

   **Note:** Entering a nickname is optional. If you don't enter one, the entry will be listed under the phone number. You can add a first and last name later by editing the entry on the phone or on the web interface.

8. See Editing existing entry on how to continue.

### Adding new entry from call list

1. Press CHist to open Call history.
2. Press number key to select a call list.
3. Use ▲/▼ to select a call.
4. Press Detail.
5. Press Save to add the name (if the name was transmitted) and number to the phone directory. If the name is not shown, the number will be used in its place.

See Editing existing entry on how to add a name, phone type, group, etc.

### Adding current caller

Press 🕮 to add the caller's name (if transmitted) and phone number to the directory. If the name is not shown, the number will be used in its place.

See Editing existing entry on how to add a name, phone type, group, etc.

### Sorting entries

1. Press 🕮 to open the phone's directory.
2. Press Sort.
3. Press ← / → to select the criterion for sorting (nickname, first name, last name, organization, etc.).

### Editing existing entry

1. Press 🕮 to open the phone's directory.
2. Selecting an entry: Scroll to the entry or enter the first letter of the name.
3. Press Edit. The "Details" screen for the entry will be displayed.
4. Editing a detail.
   a. Press ▲ / ▼ and ✓ to select a detail. Depending on the detail,
   b. in some cases, you will see the prompt screen where you can enter or modify text. Edit the data, if necessary, and press ✓ to save and to open the next screen. See also Entering numerals, letters, special characters, and symbols.

      In other cases, you will see a succession of screens with context-sensitive buttons. Example: Modifying the settings of "group".

      i. Select "group" with ▼ and ✓. The "favorite" screen opens.

      ii. Use ◀ / ▶ and ✓ to select yes or no. The "group" screen opens.

      iii. Use ◀ / ▶ and ✓ to select family, friend, colleague, work, or none. The "contact type" screen opens.

      iv. Use ◀ / ▶ and ✓ to select VIP, block, or none.
   c. When you are done editing the entry, press ✕.

### Deleting an entry

1. Press 🕮 to open the phone's directory.
2. Selecting an entry: Scroll to the entry or enter the first letter of the name.

   **Note:** If there is more than one phone number associated with the entry and you want to delete only one of them, select the number with ▲ ▼ .
3. Press Del. You will be asked, "Are you sure?".
4. If you are, press ✓.

## Adding/editing entries on the web interface

Click on Directory in the menu on the left side.

### Adding new entry

1. Type data in text fields of "Add or Edit Entry“.
   - Number: Type the number exactly as you would dial it, with country and area codes, if necessary, and without parentheses, hyphens, blank spaces.
   - Number Type: Select the type of connection from the drop-down menu. The default setting is SIP.
   - Contact Type: Select "None", "VIP", or Deny" from the drop-down list. The default setting is "None".

- Calls from entries on the "VIP" list will always ring on the phone, even when the phone is in a call or in DND mode.

  **Note:** You can assign a distinct ringtone to the contact type "VIP": Preferences > Directory Ringtones.

- Calls from entries on the "Deny" list will not ring on the phone. The caller will always hear the busy signal.

◦ Outgoing Identity: The drop-down list shows all identities configured on the phone. If you select one of the identities for one of the numbers listed in the phone book, all calls to that number initiated from the phone book will show that identity on the callee's phone.

◦ Blue area: The data entered in the textfields will be displayed when the entry is opened on the phone. The data can be used to sort entries by group, name, organization, etc., and can be edited on the phone.

- "Group" drop-down menu: Available types are "Friends", "Family", "Colleagues", or "Work". You can assign a distinct ringtone to each group type: Preferences > Directory Ringtones.
- "Nickname": If you enter a nickname, it will appear under the "Name" header of the Directory on the web interface.

◦ First name, family (last) name: Will be added in this order under "Name" in the directory, unless you have also entered a nickname.

◦ Birthday. Uses the format set at Preferences > General information > U.S. Date Format (mm/dd): "On" or "Off". Enter in DD.MM.YR or MM/DD/YR format. Examples:

| | | Output when US Date Format setting is | |
|---|---|---|---|
| **Date** | **Input** | **On** | **Off** |
| March 5, 1980 | 5.3.80 or 3/5/1980 | 3/5/80 | 5.3.80 |
| March 12, 1980 | 12.3.80 or 3/12/1980 | 3/12/80 | 12.3.80 |
| October 5, 1980 | 5.10.80 or 10/5/1980 | 10/5/80 | 5.10.80 |
| October 12, 1980 | 12.10.80 or 10/12/1980 | 10/12/80 | 12.10.80 |

◦ Favorite: Tick box to add entry to "Favorites" list.

2. Click on "Add/Edit" to save new entry to directory.

### Editing an entry

When you open an existing entry, the current information is displayed in the text fields of "Add or Edit Entry" and two additional buttons, "Add Sub" and "Change", are available.

▪ Editing

| Name: | Number: | Contact Type: | Outgoing Identity: | Edit | Delete |
|---|---|---|---|---|---|
| Jane Smith | 9175554128 | None | Active | | |
| John Miller | | | | | |
| - fixed | 9175554230 | None | Active | | |
| - private | 9175557018 | VIP | Active | | |

◦ If single entry, click on in the entry's line.

◦ If there is more than one number associated with a name:

- Click on in the name's line if you wish to edit the master record.

- Click on in a phone number's line if you wish to edit the subentry`s data.

Make changes as necessary and click on "Change".

- Adding additional phone number(s) (subentries) to an entry
  - Jane Smith's entry has only one phone number, her SIP phone number. In this example, the phone number of Jane Smith's landline will be added to the directory.
    - Click on in Jane Smith's line. The data is shown in "Add or Edit" area.
    - Enter the phone number in the text field of "Number".
    - Select "fixed" from the drop-down menu of "Number type".
    - If you wish, select a contact type and an outgoing identity from drop-down lists.
    - Click on "Add Sub".
  - John Miller's entry has a SIP number and a private number. In this example, his cell phone number will be added as a third number.
    - Click on in the line containing John Miller's name. The data is shown in "Add or Edit" area.
    - Enter the phone number in the text field of "Number".
    - Select the number type.
    - If you wish, select a contact type and an outgoing identity from the respective drop-down list.
    - Click on "Add Sub".

The directory now contains Jane Smith's landline number and John Miller's mobile phone number.

| Name: | Number: | Contact Type: | Outgoing Identity: | Edit | Delete | |
|---|---|---|---|---|---|---|
| Jane Smith | | | | | | |
| - sip | 9175554128 | None | Active | | | |
| - fixed | 9175554129 | None | Active | | | |
| John Miller | | | | | | |
| - fixed | 9175554230 | None | Active | | | |
| - private | 9175557018 | VIP | Active | | | |
| - cell | 9175554231 | None | Active | | | |

### Deleting entry on web interface

- Click on in the line of the master record to delete the name and all associated phone numbers.
- Click on in the line of a phone number subentry to delete that subentry, but keeping the master record and any other subentries.

## Dialing from phone directory

To dial, click on  in the line of the phone number.

### Deleting whole directory

Deletes entire directory irretrievably!

### Importing/Exporting Directory

See our Wiki at http://wiki.snom.com/Web_Interface/V7/Directory.

## External directories

Provided by your network, your VoIP provider, or another external source. Press LDAP to open.

### LDAP

Enter the necessary data received from your administrator, VoIP provider or other external source in the text fields of the phone‘s web interface > Advanced > Network > LDAP and click on "Save".

Enter the first letter of the name you are searching for. Type more letters if the name shown isn't the right one or scroll through the list. Press ✓ to dial.

### Contacts

On the phone's web interface > Configuration Identity # > "SIP" tab > "Contact list" click on the radio button "on". Enter the URI received from your administrator, VoIP provider or other external source in the text field of "Contact list URI" and click on "Apply"/"Save".

To dial a contact on the phone, enter the first letter of the name you are searching for. Type more letters if the name shown isn‘t the right one, or scroll through the list. Press ✓ to dial.

# Using the phone

This section describes the functions of the phone with the factory default settings. If your phone was installed and/or set up by someone else, the default settings may have been changed. Please check with that person or company if the phone does not react as described here.

The caller information displayed on the screen is controlled by a setting on the phone's web interface. The default setting is "Number". You can change the setting at Preferences > General Information > Number Display Style by selecting a different option from the drop-down list. See ... for more information.

## Making calls

See "Entering Letters, Numerals, and Special Characters" for information on input modes and entering letters, numerals, and special characters.

### Selecting identity for current outgoing call

See Identities Accounts on how to configure identities.

If more than one identity is shown on the display, the one on the dark bar is the outgoing identity for the call and the number/name that will show on the callee's phone. Use ▲ or ▼ to select another identity.

### Using different audio devices

#### Handset

- Pick up the handset, enter the phone number, and press ✓. OR
- Enter the phone number and pick up the handset.

#### Headset

Enter the phone number and press ✓ or headset key.

#### Speakerphone

Enter the phone number and press the speaker key.

#### Speakerphone and handset or headset

1. Use the method for handset or headset use to dial.
2. Press to add speakerphone.

## Using different dialing methods

### Auto dial

If a time span in seconds has been selected from the drop-down menu at Advanced > Behavior > Phone Behavior > Auto Dial, the phone will dial the number on the display when the specified number of seconds has elapsed.

### Redialing

1. Press ✓ to show the last 100 numbers dialed, with the very last number at the top.
2. Press ✓ to dial that number or use ▲ / ▼ to select a different number and then press ✓.

### Calling number from call history (missed, received, dialed calls)

1. Press CHist.
2. Press the number of one of the lists to open it.
3. Use ▲ / ▼ to select a phone number.
4. Press ✓ to dial the number.

### Calling number from phone directory

1. Press 🕮.
2. Use ▲ / ▼ to select a name or enter the first letter(s) of the name on the alphanumeric keypad.
3. Press ✓ to dial the number.

### Speed dialing

Setting speed dial numbers: See "Speed Dial" on page . Mapping a speed dial number onto one of the programmable virtual function keys 1-15: See "Customizing the Function Keys".

- Speed dial number on speed dial list
  1. Enter the speed dial number (0-30) or character (#, *) assigned to the phone number you wish to dial.
  2. Press ✓ to dial.
- Speed dial number mapped onto freely programmable function key 1-16: Press the key.

### Calling emergency numbers

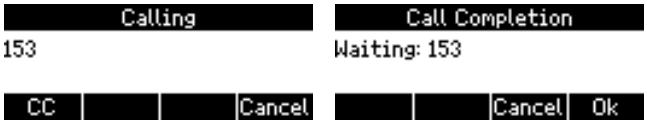
Numbers specified as emergency numbers can be dialled even when the keyboard is locked! See "emergency nos" on how to set emergency numbers. Several numbers (911, 112, 110, 999) have been preconfigured.

- On an unlocked keyboard: Enter the number and press ✓ to dial.
- On a locked keyboard: Enter the number. The phone dials the number as soon as you have entered all the digits.

### Call completion

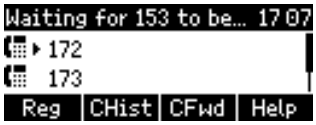
> **Note:** This function depends on whether it is available in your network or not. On snom phones call completion means that when a called number is busy or not available, your phone will call you back as soon as the dialed number is not busy anymore or available again. The factory default setting is "off".
>
> Changing the setting to turn on call completion : See "Call completion" on page.

When call completion is enabled and a dialed number is busy, CC will appear in the function key line. Press CC to activate call completion for this call.

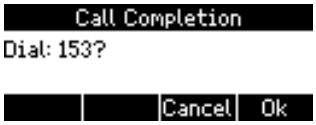



You can now dial another number, receive calls, or hang up the handset to return to the idle screen. Call completion will not interfere with the normal operation of your phone.

- Press Cancel to turn off call completion for this call.
- Press Ok if you wish to dial another number while waiting for call completion.




When the number becomes available, you will see it announced on the display and hear a double beep.




- Press ✓ to dial.
- Press ✕ to turn off call completion for this call.

### Number guessing (auto completion)

> **Note:** The default setting for Number guessing is off. To be able to use, open the phone's web interface to Advanced > Behavior > Phone Behavior, change the setting to "on", and enter the minimum number of characters you must enter before number guessing will start.

When you dial and have typed the minimum number of digits, the phone will propose numbers containing the typed string from the numbers saved on its call lists and in the directory. When the desired number is on the display, press ✓ to dial.

In the following example, the minimum number of characters is four:

# Accepting calls

## Using different audio devices

### Handset

Pick up the handset.

### Headset

Press ✓ or the blinking line key.

### Speakerphone

Press .

## Automatically accepting calls

The default is "off". Changing the setting: See

## Call pick-up from another extension

Available only if supported by the PBX. The extension to be monitored must be programmed onto one of the freely programmable function keys with LEDs. See .

- A call ringing on the monitored extension is indicated by the blinking LED of the programmed function key. If the call is not answered, press the key to pick it up.
- LED glowing steadily: The monitored extension is busy.

- If you have programmed one of the programmable function keys with the key event "Monitor Calls", press that key when the LED is blinking or glowing to show call details on the screen.

  Press the key on the phone to show any ongoing activity on monitored extensions or lines on the display. For example: "153 → 157" indicates that extension 153 is calling extension 157; "153 ⟲ 157" indicates that 153 is connected to 157 and that 153 is the caller, 157 the callee.

  - Press ✓ to accept the call.
  - Press ✕ to close the details screen and return to the idle screen.

*Monitored extension ringing*

*Monitored extension busy*

# Active calls

## Hold

### One call on hold

- Press (hold) to put the ongoing call on hold. Held calls are indicated threefold:
  - By the text on the display

  - By the slowly blinking line key (green LED)
  - By the glowing call indication LED (red LEDs)

  You can now:

  - transfer the held call blindly or with prior announcement - see Call transfer.
  - receive and make calls and put other calls on hold.
- Pick up the held call by pressing its line key or by pressing (hold) again. If the other party hangs up while on hold the call terminates on your phone as well, and the indicators are turned off.

### Holding multiple calls

If you are in a call with one party and have one or more calls on hold or if there is more than one call on hold, you can switch back and forth between the active call and any call on hold, transfer calls, etc.

The status bar tells you how many calls are on hold.

- Use ← → to scroll through the held calls. Your input on the phone's keys will affect the call on-screen at the time, i.e., the caller shown in the contact area of the display, preceded by the symbol .
- To connect to the held call currently on-screen, press to connect to it. Press again to put it back on hold.
- To terminate a held call, put it on-screen, connect to it, and press ✕.
- To transfer a held call (blind transfer), put it on-screen, press Xfer, dial the number, and press ✓.

## Conference

The maximum number of participants is five (your phone and four others).

### Initiating a conference

1. Call the first intended participant and put him or her on hold.
2. Call the next intended participant and put him or her on hold.
   - Continue likewise with the third and fourth participants, if applicable.
   - You do not need to put the last participant on hold before starting the conference.
3. Pess Cnf.On to start the conference.

### Conference screen navigation

Your input on the phone's keys will affect the caller/callee(s) shown in the context area of the display. For example:

- If you have initiated a conference with three other participants, the total number of participants other than yourself is shown in the status bar.

◀ *First participant* ▶ ◀ *Second participant* ▶ ◀ *Third participant* ▶

- The upper line in the context area displays the number or name of the first of the other three participants. Press ◀▶ to view the other participants.

### Putting the conference on hold

Press to put all participants on hold. Technically, you are, in effect, terminating the conference. Press Cnf.On to restart the conference, i.e., start another conference with all calls on hold.

### Adding a participant

- Adding an incoming call:

1. Press ✓ or the blinking line key to accept the call. The conference is put on hold.
2. Press Cnf.On to start a conference with all held calls, including the additional participant.

- Calling a new participant:
  1. Press ... to put the conference on hold.
  2. Dial the number of the new participant.
  3. With the new participant on the line, press Cnf.On.

**Terminating the conference**

1. Press ... to put all participants on hold.
2. Select each participant in turn and press ✕.

**Putting one participant on hold**

1. Press the participant's line key. You need to remember which lines the individual participants are on!
2. Press Cnf.On to return held participant to conference.

**Speaking to one participant in private**

1. Press ... to put all conference participants on hold and continue as shown in "Holding multiple calls", above.

   **Alternatively**, press the participant's line key **twice** to connect to that call and put the other participants on hold. This method has the disadvantage that you need to remember which lines the individual participants are on.
2. To restart the conference, press Cnf.On.

**Dropping a participant**

1. Press the participant's line key. You need to remember which lines the individual participants are on!
2. Press ✕ to terminate the connection to this participant.

## Attended and blind transfer

You can transfer connected calls as well as calls ringing on your phone.

- When you have a call on the line, there are two ways to transfer it to a third party:
  - Announcing the call to the third party first, to make sure the call is welcome and will be accepted (attended transfer);
  - Transferring the call unannounced (blind transfer). There will be no feedback on whether the third party is available and/or picking up the call.

- When a call is ringing on your phone, you can transfer it to a third party without answering it first (blind transfer only).

**Attended transfer**

1. Put the call on hold.
2. Dial the number you wish to transfer the call to and announce the call.
3. If the third party wishes to accept the call, press and ✓.

**Blind transfer**

1. With a call ringing or on the line, press .
2. Dial the number of third party you intend to transfer the call to.
3. Press ✓.

## Call waiting

When you are in a call, another incoming call will be announced visually by the symbol and acoustically by the sound of a double beep; you will also see caller ID on-screen if it is being transmitted. Switch to visual or acoustic announcement only or turn call waiting off in the drop-down menu on the phone's web interface, Advanced > Audio > Call Waiting Indication. See also Customizing.

*Single call waiting*

*More than one call waiting*

- Press ✓ to accept the second call and put your current call on hold.
- If you do not wish to accept the call, you can:
  - ignore the announcement. If you have set call forwarding when busy, the call will be transferred to that phone.
  - transfer the call (blind transfer). Press Xfer, dial the number, and press ✓.
  - reject the incoming call by pressing ✕. The caller hears the busy signal. Pressing ✕ for three seconds will also put the caller on the Deny list of the phone's directory. Future calls from this number will not ring on the phone; the caller hears the busy signal.
- If there is more than one call waiting, view and select them with ← / →. Press ✓ to connect to the on-screen call and put the current call on hold; the other call(s) waiting will remain waiting.

# Terminating calls

- When using the handset: Place the handset in the cradle or press ✕.
- When using speakerphone or a headset: Pess ✕.

# Missed Calls

Missed calls are indicated by the lit call LED and by the number of missed calls in the status line and/or on the Status info screen.

- Press Info to open the "Status info" screen.
- Press ✕ to turn call LED off.

# Call lists

1. Press CHist to open Call history.
2. To view the list of missed, received, or dialed calls, press its number.
3. Scroll through the list with ▲/▼.
   - Press ✓ to dial the selected number,
   - Press Detail to show call details. From the Details screen, press Save to add the phone number to your phone's directory.
   - Press Del to delete the selected entry.
   - Press Clear to delete the entire list.
   - Press ✕ for two seconds to return to the idle screen.

# Rejecting or redirecting incoming calls

This includes manual and automatic rejection and redirection and rejection of anonymous calls.

## Manually

If you do not wish to pick up a ringing call, you can take one of the following actions:

- Let it ring.
- Reject it.
  - Press ✕. The caller will hear a busy signal.
  - If the "Block" feature is enabled on the phone, press Block to place the caller on the Deny list of the phone's directory so that calls from that number will not ring on your phone; the caller will always hear the busy signal.

    Enabling the feature: Open the phone's web interface > Advanced > Behavior > Phone Behavior > Deny All Feature > On.

    Editing or deleting the entry from the Deny list: Open the phone's web interface > Directory. See Directory for more information.
- Do a blind transfer to another phone.

1. Press .
2. Enter the number you wish to transfer the incoming call to.
3. Press ✓ to complete the transfer. The incoming call will continue ringing at that number.

## Automatically

There are three options for rejecting incoming calls automatically or automatically or to have them forwarded automatically, either always or under certain conditions:

- Deny List. Calls from phone numbers on this list will not ring on your phone; callers will hear the busy signal. For further information on placing phone numbers on the Deny List, see Directory.
- DND - do not disturb mode. All incoming calls will be forwarded to the number set in call forwarding when busy; if there is no setting for call forwarding, callers will hear the busy signal.

  Exception: Phone numbers designated VIP in your phone's directory will ring on your phone even when DND is on.

  1. Press to activate DND.
  2. Press again to deactive DND.
- Call forwarding. For further information, see .

## Rejecting anonymous calls

With this setting you can make your phone reject calls from phones that are blocking or not transmitting their numbers.

> **Please note:** Calls from analog phone connections without caller ID will, most likely, be received as anonymous calls. They will be rejected if you turn this function on.

Activating rejection of anonymous calls:

1. Press .
2. Press 2 Call Features.
3. Press 3 Incoming Calls.
4. Press 1 to change setting "1 ☐ Reject anonymous" to "1 ☑ Reject anonymous".
5. Press ✕ for two seconds to return to the idle screen.

Deactivating rejection of anonymous calls:

1. Press .
2. Press 2 Call Features.
3. Press 3 Incoming Calls.
4. Press 1 to change setting "1 ☑ Reject anonymous" to "1 ☐ Reject anonymous".
5. Press ✕ for two seconds to return to the idle screen.

# Call forwarding

The phone can be set to forward incoming calls, either always or under certain conditions. The settings can be done on the phone and on the web interface. For further information on using the web interface for these settings, see.

**Forward All:** Forwarding all incoming calls to the number of the phone, extension, or mailbox specified as this function's target.

**Forward when Busy:** Forwarding calls ringing while phone is busy to the number of the phone, extension, or mailbox specified as this function's target.

**Forward after Timeout:** When a call starts ringing, the phone will wait for the number of seconds specified in the setting "Call forwarding time". If the call is not accepted by the end of this time period, it is forwarded to the number of the phone, extension, or mailbox specified as this function's target.

## Making/changing the settings on the phone and turning on call forwarding

| | Forward all | Forward when busy | Forward after timeout |
|---|---|---|---|
| Press | ▸≡ | ▸≡ | ▸≡ |
| Press | ABC 2 2 Call Features | ABC 2 2 Call Features | ABC 2 2 Call Features |
| Press | 1 1 Call Forwarding | 1 1 Call Forwarding | 1 1 Call Forwarding |
| Press | 1 1 Forward All | ABC 2 2 When Busy | DEF 3 3 On Timeout |
| Press | ABC 2 2 Target | ABC 2 2 Target | ABC 2 2 Target |
| Type | phone number | phone number | phone number |
| Press | ✓ | ✓ | ✓ |
| Press | - | - | DEF 3 3 Time |
| Type | - | - | number of seconds |
| Press | - | - | ✓ |
| Press | 1 1 ☐ Activate | 1 1 ☐ Activate | 1 1 ☐ Activate |

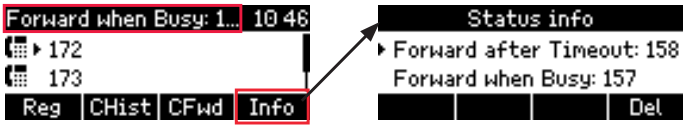
The setting will change to "1 ☑ Activate", indicating that call forwarding is now active. Press ✕ for two seconds to return to the idle screen.

The status line and the status info screen will indicate that call forwarding is turned on and what number calls will be forwarded to.

> **Note:** Forwarding when busy and after timeout are indicated in the status bar, which can display only one message at a time. When both are active at the same time, only "Forward when busy" will be displayed. If there are other status messages with a higher priority than "Forward when Busy" (e.g., firmware update available, reboot required, waiting for call completion, etc.), they will take precedence over the call forwarding indication.
>
> Press Info to show status information with all current status messages, including call forwarding.

*Forwarding all calls:*

*Forwarding when busy or after timeout:*




### Turning on forwarding of all calls with a programmed function key

If the function key CFwd is not available when the display is in idle mode, you can make it available on the Function Keys page of the phone's web interface. For further information see .

1. Press CFwd. The display will show the "Target when Forwarding" screen.
2. If no forwarding number has been set or if it needs to be changed, make the necessary entries.
3. Press ✓.

### Turning it off

Press noFwd.

## Turning off call forwarding

| | Forward all | Forward when busy | Forward after timeout |
|---|---|---|---|
| Press | ▸≣ | ▸≣ | ▸≣ |
| Press | 2 ABC 2 Call Features | 2 ABC 2 Call Features | 2 ABC 2 Call Features |
| Press | 1 1 Call Forwarding | 1 1 Call Forwarding | 1 1 Call Forwarding |
| Press | 1 1 Forward All | 2 ABC 2 When Busy | 3 DEF 3 On Timeout |
| Press | 1 1 ☑ Activate | 1 1 ☑ Activate | 1 1 ☑ Activate |

The menu item changes to "1 ☐ Activate", indicating that call forwarding is now off. Press ✕ for two seconds to return to the idle screen.

### Turning off forwarding of all calls with the programmed function key

Press noFwd.

# Configuring the function keys

See "The Phone's Web Interface" on how to open the phone's web interface, "User Mode/Administrator Mode" for an explanation of administrator and user mode. See "How the Web Interface Works" on the mechanics of navigating in the windows and changing the settings.

Any changes you make will not take effect until you press "Apply" and "Save". Changes will be lost if you open another page of the web interface without first pressing "Apply"/"Save".

## Function keys on snom phones

Every phone has a limited number of hard keys. Phone users, however, have a myriad of different priorities and preferences when asked which functions they use most often and which functionalities they would like to access quickly. snom has therefore designed the function keys to be programmable, even the preprogrammed "hard keys" whose default function is printed on the casing.

The phone has four types of programmable function keys: See "At a glance" for an illustration.

- Freely programmable function keys with LEDs (P1 - P18). All available functionalities, including key events, can be programmed onto them.
  - **Context**

    This setting specifies which configured identity will be used when executing the functionality of the key. You may want to use this feature when you are have accounts with different providers or when you wish to present different identities to certain destinations.

    For example: If you have programmed key P16 to speed dial a specific number and you want to use configured identity 2 to call that number, select configured identity 2 from the drop-down menu of P16's "Context". When you speed dial the number by pressing key P16, identity 2 will be used as the outgoing identity.

    The default setting is "Active", which means that the identity selected as the phone's outgoing identity at any given time will be used.
  - **Type**

    Select the type of functionality from the drop-down list. See appendix X for more information. If you select "Key Event", a drop-down list with the available key events will replace the text field under "Number". The default setting is "line".
  - **Number**

    Enter one phone number or value for the function or, if the function is key event, select an event from the drop-down list. Enter phone numbers exactly the way they need to be dialed, i.e, type the number without spaces or punctuation marks between the digits. For example, a number with an area code that might conventionally be notated as (916) 555-1234 should be entered as 9165551234.
  - **Short Text**

    This entry is optional. It can be used to enter the name associated with the phone number or other descriptive text.
- Context-sensitive, programmable function keys. When there is activity on the phone, the currently

available functions will be represented by symbols in the function key line. For example: When you are dialing, the available function keys are input mode selection, backspace, directory access, and redial. Other key events can be programmed onto them.

- Navigation, confirmation, and cancel keys. Other key events can be programmed onto them.
- Dedicated, customizable function keys. Other key events and a selected number of other functionalities can be programmed onto them.

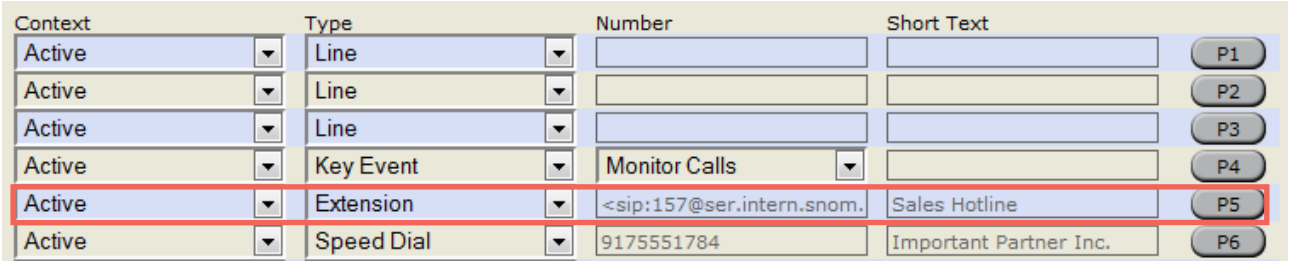
This chapter will show you a few examples for customizing function key settings to your needs and preferences:

- First example: Extension monitoring and call pickup via a freely programmable function key with LED
- Second example: Monitoring calls on-screen
- Third example: Speed dialing with a freely programmable function key with LED
- Fourth example: Turning forwarding of all calls on and off with a context-sensitive, programmable function key

## Example 1, Extension monitoring and call pick-up

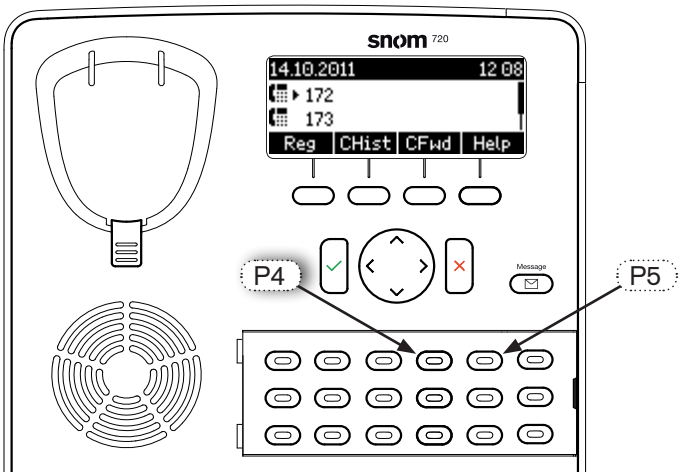
Must be supported by your PBX!

This feature makes it possible to pick up a call ringing on another extension. One of the freely programmable function keys must be dedicated to “watching” that extension. In our example we are monitoring the number of the Sales Hotline on key P5.




1. On the phone's web interface, click on "Function Keys" in the menu on the left.
2. Under "Context" of P5, select Active or one of the configured identities from the drop-down list.
3. Under "Type" of P5, select "Extension" from the drop-down list.
4. Under "Number" of P5, enter the phone number whose calls you wish to pick up. In our example it is 157.
5. Under "Short Text" of P5, enter "Sales Hotline" in the text field (optional, but helpful).
6. Click on "Apply" and "Save".

The LED of key P5 on the phone will now flash red quickly when a call is ringing on 157. If the call is not answered, you can pick it up by pressing key P5. When 157 is engaged in a call the key will glow red steadily.



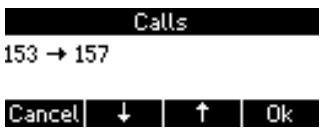

## Example 2, Monitoring calls on-screen

When you are monitoring another extension or phone line, you may want to see more information on the display, for example the number of an incoming call to that extension or line. In our example, key P4 will be programmed to show ongoing activity on monitored extensions or lines on the display.

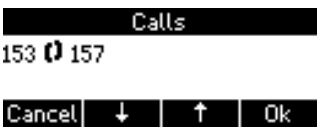
| Context | Type | Number | Short Text | |
|---|---|---|---|---|
| Active | Line | | | P1 |
| Active | Line | | | P2 |
| Active | Line | | | P3 |
| Active | Key Event | Monitor Calls | | P4 |
| Active | Extension | <sip:157@ser.intern.snom. | Sales Hotline | P5 |
| Active | Speed Dial | 9175551784 | Important Partner Inc. | P6 |

1. On the phone's web interface, click on "Function Keys" in the menu on the left.
2. Under "Context" of P4, select Active or one of the configured identities from the drop-down list.
3. Under "Type" of P4, select "Key Event" from the drop-down list.
4. Under "Number" of P4, select "Monitor Calls" from the drop-down list.
5. Click on "Apply" and "Save".

Press key P4 on the phone to show any ongoing activity on monitored extensions or lines on the display. For example: "153 → 157" indicates that extension 153 is calling extension 157; "153 ⟲ 157" indicates that 153 is connected to 157 and that 153 is the caller, 157 the callee.




*Monitored extension ringing*

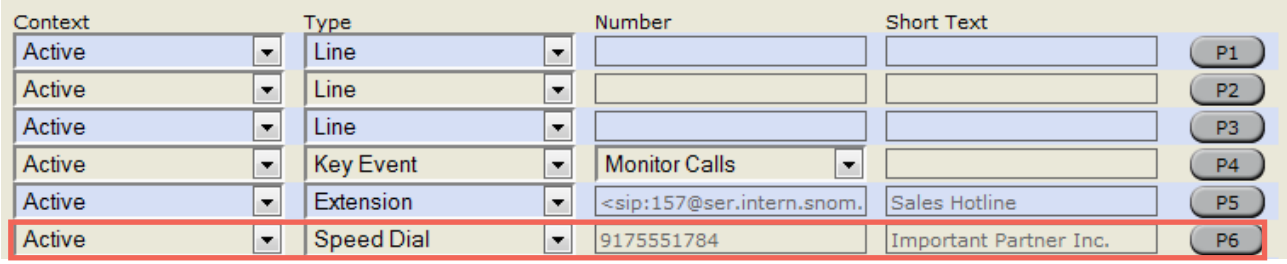



*Monitored extension busy*

## Example 3, Speed dialing

Besides using the "Speed Dial" page on the web interface to program speed dial numbers, you can

also put the functionality on the freely programmable function keys with LEDs. In our example, key P6 will be used.



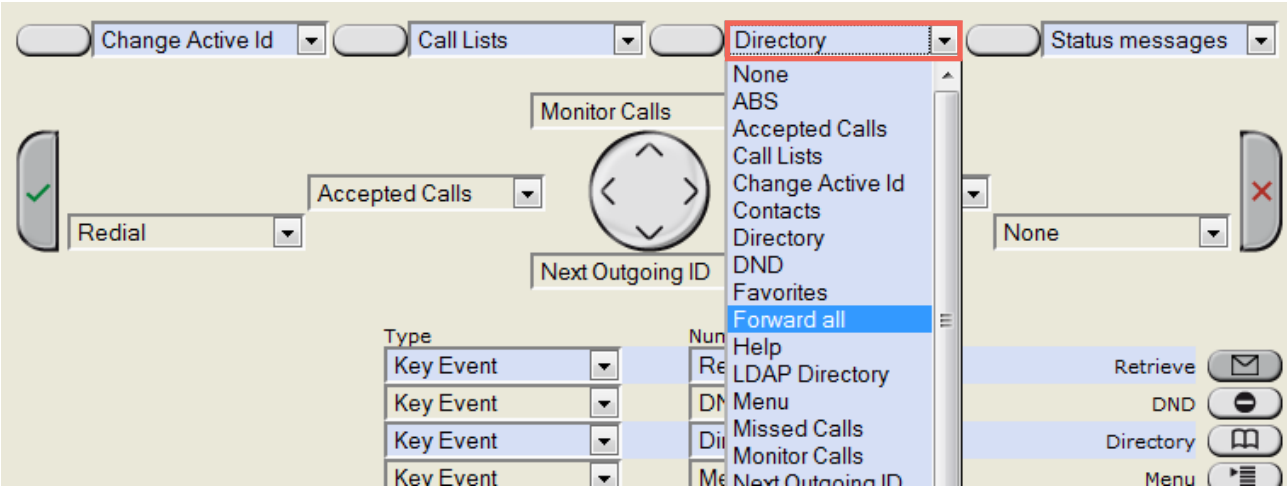

1. On the phone's web interface, click on "Function Keys" in the menu on the left.
2. Under "Context" of P6, select Active or one of the configured identities from the drop-down list.
3. Under "Type" of P6, select "Speed Dial" from the drop-down list.
4. Under "Number" of P6, enter the phone number that you wish to speed dial. In our example it is phone number 555-1784 in area code 917. Type each phone number with any necessary area code and/or country code etc. without spaces, hyphens, etc.

   Example: In conventional notation you might write the number as (917) 555-1784. Type 9175551784 into the text field.
5. Under "Short Text" of P6, enter the name associated with the phone number or other descriptive text (optional, but helpful).
6. Click on "Apply" and "Save".

You can now speed dial the number 9175551784 by pressing key P6 on the phone.

## Example 4, Turning forwarding of all calls on and off

The functionality "Forward all" redirects all incoming calls to another phone or a mailbox. It is possible to configure the settings on the phone and on the web interface. If you use this function frequently and/or regularly, you may want to be able to turn it on and off with the touch of just one key instead of going through the menu every time.




1. On the phone's web interface, click on "Function Keys" in the menu on the left.

2. Click on the drop-down list of one of the context-sensitive, programmable function keys. In our example, it is the second key from the right.
3. Select "Forward all" from the drop-down list.
4. Click on "Apply" and "Save".

Using the configured context-sensitive function key on the phone to turn forwarding of all calls on and off:

1. Press the key (Fig. 1).
2. The display will prompt you to enter a forwarding target (Fig. 2). If one has already been set, the display will propose that number; you can accept it with ✓ or change it and then press ✓.
3. To turn off forwarding of all calls, press the key again (Fig. 3).

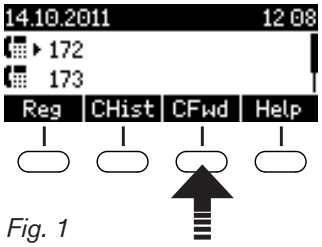



*Fig. 1*

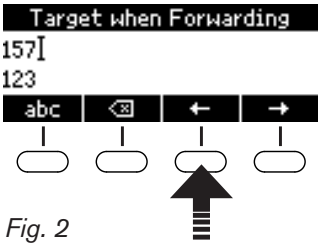



*Fig. 2*

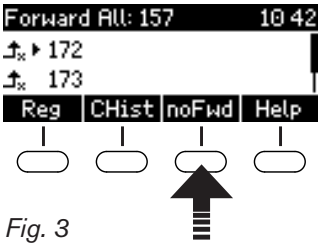



*Fig. 3*

# Customizing the phone settings

See page .. on how to open the phone's web interface, how the web interface works and how you change the settings, and what the difference between administrator and user mode is.

If you have access to administrator mode, but do not consider yourself to be an expert on SIP and SIP phones, we recommend that you do not change any of the technical settings since this may adversely affect the phone's performance or put it out of order altogether.

If you want more information on a web interface setting, click on the radio button with the question mark that you see to the right of each item. It links to a page on snom's Wiki with detailed information about that particular item.

On customizing the function key settings, see the chapter Configuring fkeys.

> **Note:** Any changes you make on the web interface will not take effect until you click on "Apply" and "Save". Changes will be lost if you open another page or tab of the web interface or if you close the web interface without first clicking on "Apply" and "Save".

## Identities/accounts

The phone supports up to twelve accounts or "phone numbers" with one or more providers or within an office or organization network. On snom phones these accounts or phone numbers are called "identities".

If your phone is part of an office network, you may need to contact your administrator to configure new or change existing identities, as this can only be done when the phone is running in administrator mode and when the PBX settings allow it.

See "Phone Installation and initialization" on page 8 for the information on required input data.

### Configuring new identity/account

#### On the phone

You can do the basic setup (account/number & registrar):

1. Press ☰ > 3 Identity > 3 Edit User.
2. Press ▼ to scroll down.
   - When you are at the top of the list, pressing ▲ on the navigation key will take you to identity 12.
   - At any other position within the list, press ▼ ▲ to scroll.
3. Press ✓ to select.
4. When prompted, enter Account and Registrar.
5. Press ✓.

### On the web interface

Open the web interface and click on an identity in the menu on the left. The configuration window for that identity will open; it contains four tabs, with the left one, Login, visible in the front.

1. **Login tab**. Enter the information received from your provider or your administrator in the appropriate fields.
   - Display name

     The display name is optional and freely selectable. It will be sent to any parties you call unless you hide your identity (see "Hide own Identity" on page <ÜS>). If you do not enter a display name, the data in the "Account" text field will be shown on your display and sent to any parties you call unless you hide your identity.
   - Display text for idle screen

     Any text you enter in in this text field will be shown - instead of your display name or account - on your display only. It will not be sent to any parties you call.
   - Ringtones

     The phone has 10 built-in ringtones that can be assigned to identities, group types, and contact types. It is also possible to download a custom melody and to turn off the ringer by selecting "Silent".

     Assigning ringtones to identities: See

     Assigning ringtones to contact type VIP and group types: See Directories.

     > **Note:** Ringers assigned to the contact type VIP and to any of the group types override the ringers assigned to identities. For example, if you have assigned Ringer 1 to one of the identities and Ringer 2 to the group "Colleagues", the phone will play Ringer 2 when a contact from the "Colleagues" group calls that identity.
2. **SIP settings**. Click on the SIP tab to bring that page to the front.
   - Automatic acceptance of incoming calls: Identity # > SIP tab > Auto Answer. The default setting is "off".

     Acoustic alert (one short beep) when the phone accepts a call automatically: Preferences > Auto Answer > Auto Answer Indication. The default setting is "off".
   - Contact List. A contact list must be available on a server. Click "on" and enter the Contact List URI .

## Editing an existing identity/account

### On the phone

You can edit the account/number and the registrar only:

1. Press > 3 Identity > 3 Edit User.
2. Press ▼ to scroll down.
   - When you are at the top of the list, pressing ▲ on the navigation key will take you to identity 12.
   - At any other position within the list, press ▼ ▲ to scroll.

3. Press ✓ to open the selected identity.
4. When prompted, enter Account and Registrar.
5. Press ✓.

**On the web interface**

Open the Configuration page of the identity and make the changes in the text fields. See "Configuring New Identity/Account" on page <ÜS>.

If you have changed the account or the registrar, click on "Re-Register" and "Save". If you have made other changes, clicking on "Apply" and "Save" suffices.

## Assigning ringtones to identities

The phone has 10 built-in ringtones that can be assigned to identities, group types, and contact types. It is also possible to download a custom melody. When an incoming call to an identity is ringing, the phone will play the ringtone assigned to that identity, unless it is a call from a VIP or a group with a distinctive ringer of their own.

**Assigning ringtones to contact type VIP and group types:** See Directories.

> **Note:** Ringers assigned to the contact type VIP and to any of the group types override the ringers assigned to identities. For example, if you have assigned Ringer 1 to one of the identities and Ringer 2 to the group "Colleagues", the phone will play Ringer 2 when a contact from the "Colleagues" group calls that identity.
>
> If your ringtones don't seem to work as expected, contact your administrator. There may be an overriding setting on the PBX.

**Selecting identity ringtones:**

- **On the phone**: 1 Preferences > 3 Ringer. The identities are shown on the display.
  - Select an identity with ▲ / ▼ and press ✓ to hear the current ringtone for that identity.
  - Selecting a different ringtone: Press ▲ / ▼ to navigate up and down the list. The marked ringtone is played. Press ✓ to select the currently marked ringtone for the currently selected identity.
  - Press ✕.
- **On the web interface** (the ringtones will be played by the phone): Configuration Identity (1-12) > Login.
  - Click on "Play Ringer" to play the currently selected ringer.
  - To change the ringer, select a ringer from 1 to 10 in the drop-down menu of "Ringtone". If you have selected the custom melody, enter the URL to the data file in the text field underneath. It must be a file of the type PCM 8 kHz 16 bit/sample (linear) mono WAV.
  - Click on "Apply" and "Save".

# Date and time formats

The date and time formats can be set and changed on the web interface only.

## Date

1. Open Preferences > General Information > US Date Format. The default is "on".
   - Select "on" to have the date shown on the phone's display in "m/d/yyyy" or "mm/dd/yyyy" format. Examples: May 6 will be displayed as 5/6; December 10 will be displayed as 12/10.
   - Select "off" to have the date shown on the phone's display in "d.m.yyyy" or "dd.mm.yyyy" format.` Examples: May 6 will be displayed as 6.5; December 10 will be displayed as 10.12.

| | US Date Format setting | |
|---|---|---|
| **Date** | **On** | **Off** |
| March 5, 2012 | 3/5/2012 | 5.3.2012 |
| March 12, 2012 | 3/12/2012 | 12.3.2012 |
| December 5, 2011 | 12/5/2011 | 5.12.2011 |
| December 10, 2011 | 12/10/2011 | 10.12.2011 |

2. Click on "Apply" and "Save".

## Time

The time setting affects phones and/or firmware versions with a digital clock only. If the phone has a clock face, changing the setting will not affect it.

1. Open Preferences > General Information > 24 Hour Clock. The default is "on".
   - Select "on" to have the time on the phone's display shown in 24-hour format, 00:01 to 24:00 .
   - Select "off" to have the time on the phone's display shown in AM/PM format, 0:01 AM to 12:00 PM.
2. Click on "Apply" and "Save".

# Time zone

The phone receives the time and date from your NTP time server. If the time and/or date on the display are incorrect, you may need to set the correct time zone. If you have set the correct time zone and the time is still incorrect, there may be a problem with the time server. Contact your network administrator or your IP provider.

The list of time zones is arranged by the difference in hours (+/-) to the UTC and, within each time zone, alphabetically by selected locations (country or country and city). Selecting and setting the time zone:

## On the phone

1. Press ☰ > 1 Preferences > 1 Time Zone.
   - Press Reduc to collapse the list to show only selected times zones where the phone language is spoken.
   - Press More to show all time zones.
   - Press Jump to fast-forward to the beginning of the next time zone, i.e., UTC +1, +2, etc.
   - Use ▲▼ to scroll.
2. Press ✓ to save your selection
3. Press ✕ for two secondc to return to the idle screen.

## On the web interface

This setting can be accessed in administrator mode only.

1. Open Advanced > Network tab > Time > Timezone.
2. Select your timezone/country/city from the drop-down list.
3. Click on "Apply" and "Save".

# Language settings of phone and web interface

The language used on the phone can be changed on the phone as well as on the web interface. The language used on the web interface can be changed on the web interface only.

## Phone language

### Setting on the phone

1. Press ☰ > 1 Preferences > 4 Language.
2. Use ▲▼ to scroll.
3. Press ✓ to save the selected language.
4. Press ✕ for two seconds to return to the idle screen.

### Setting on the web interface

1. Open Preferences > General Information > Language.
2. Select the language from the drop-down list.
3. Click on "Apply" and "Save".

### Web interface language

1. Open Preferences > General Information > Webinterface language.
2. Select the language from the drop-down list.
3. Click on "Apply" and "Save".

## Dial tones

Different dial tones for different countries! Select yours on the phone or on the web interface.

### Setting on the phone

1. Press > 1 Preferences > 2 Tone Scheme.
2. Use ▲▼ to scroll.
3. Press ✓ to save the selected country.
4. Press ✕ for two secondc to return to the idle screen.

### Setting on the web interface

1. Open Preferences > General Information > Tone Scheme.
2. Select the country from the drop-down list.
3. Click on "Apply" and "Save".
4. Press ✓ to save your selection
5. Press ✕ for two secondc to return to the idle screen.

### On the web interface

This setting can be accessed in administrator mode only.

1. Open Advanced > Network tab > Time > Timezone.
2. Select your timezone/country/city from the drop-down list.
3. Click on "Apply" and "Save".

## Emergency numbers

These are numbers that can be dialed even when the keyboard is locked. They must be set beforehand on the web interface.

1. Open Preferences > Lock Keyboard > Emergency Numbers (space separated).
2. Enter the emergency numbers in the text field. Type each number without spaces between the digits, separate the individual numbers with one empty space between them.

Example: If you want to set the emergency phone number 911 and the phone numbers of your doctor (986543) and a friend (234578), the entry would look this: 911 986543 234578.

3. Click on "Apply" and "Save".

# Call forwarding

This feature automatically redirects all or certain incoming calls to another phone or a mailbox. It is possible to configure the settings on the phone and on the web interface.

### Always

All incoming calls are forwarded to the number of the phone, extension, or mailbox specified as this function's target.

### When busy

Calls ringing while the phone is busy are forwarded to the number of the phone, extension, or mailbox specified as this function's target.

### After timeout

When a call starts ringing, the phone will wait for the number of seconds specified as "call forwarding time". If the call has not been accepted by the end of this time period, it is forwarded to the number of the phone, extension, or mailbox specified as this function's target.

## Configurating the settings on the phone

See .

## Configurating the settings on the web interface

If your internet telephony provider or your PBX uses codes to turn functions on and off, refer to their manuals for the codes to enter in "On Code"/"Off Code" text fields or ask your administrator.

### Setting forwarding numbers

- Forwarding all incoming calls:
  1. Open Preferences > Call Forwarding > Always.
  2. Type the phone number in the "Target" text field. Type each number the way it needs to be dialed by the phone, without spaces or punctuation between the digits.
  3. Click on "Apply" and "Save".

- Forwarding incoming calls when the phone is busy:
  1. Open Preferences > Call Forwarding > Busy
  2. Type the phone number in the "Target" text field. Type each number the way it needs to be

dialed by the phone, without spaces or punctuation between the digits.

3. Click on "Apply" and "Save".

- Forwarding incoming calls when they are not answered:
  1. Open Preferences > Call Forwarding > Timeout.
  2. Type the phone number in the "Target" text field. Type each number the way it needs to be dialed by the phone, without spaces or punctuation between the digits.
  3. Click on "Apply" and "Save".

**Turning call forwarding on**

1. Web interface > Preferences > Call Forwarding.
2. Click "On" after the forwarding event ("Always", "Busy", "Timeout").
3. Click on "Apply" and "Save".

**Turning call forwarding off**

1. Web interface > Preferences > Call Forwarding.
2. Click "Off" after the forwarding event ("Always", "Busy", "Timeout").
3. Click on "Apply" and "Save".

# Call completion

On snom phones call completion means that when a called number is busy or not available, your phone will call you back as soon as the dialed number is not busy anymore or available again. The factory default setting is "off". See ... on how to use this feature.

**Note:** This function depends on whether it is available in your network or not.

Changing the setting to turn it on:

## On the phone

> 2 Call Features > 2 Outgoing Calls > 3 Call Completion

1. Press > 2 Call Features > 2 Outgoing Calls.
2. Press "3 ☐ Call Completion" to change to "3 ☑ Call Completion".
3. Press ✕ for 2 seconds to return to the idle screen.

## On the web interface

1. Web interface > Advanced > Behavior > Phone Behavior.
2. Click "Off" after the forwarding event ("Always", "Busy", "Timeout").
3. Click on "Apply" and "Save".

# Call waiting

When you are in a call, another incoming call will be announced visually by the symbol and acoustically by the sound of a double beep; you will also see caller ID on-screen if it is being transmitted. Switch to visual or acoustic announcement only or turn call waiting off on the phone's web interface.

The default setting is "on", which means that calls are announced both acoustically and visually. See "Call Waiting" on page 54 on how to use this feature.

*Single call waiting*

*More than one call waiting*

1. Open Advanced > Audio > Call Waiting Indication.
2. To turn call waiting off, select "off" from the drop-down menu. Select "visual only" or "ringer" if you want waiting calls announced only by the "phone ringing" symbol or the double beep, respectively.
3. Click on "Apply" and "Save".

# Hide my caller ID

With this setting your phone number will not be transmitted to any phones you call. Please note that your call may not be accepted if the other phone is set to reject anonymous calls (see next item).

1. Open Preferences > Privacy Settings > Suppress own number (CLIP/CLIR).
2. Select the radio button "Hide" .
3. Click on "Apply" and "Save".

# Reject anonymous calls

With this setting you will not receive calls from phones whose number is not shown on your display. Anonymous callers will hear the busy signal.

Please note that calls from analog phone connections will, most likely, be received as anonymous calls.

1. Open Preferences > Privacy Settings > Reject incoming anonymous calls.
2. Select the radio button "Reject".
3. Click on "Apply" and "Save".

# Number guessing

When you have typed the minimum number of characters you have specified for this function, the phone will look for numbers containing that string of characters in its call lists and directories and, if it finds matches, show the number(s) on the display. If the number proposed on the display is the one you wish to dial, press ✓; if not, continue entering digits.

The default setting is off. Changing the setting:

1. Open Advanced > Behavior tab > Phone Behavior > Number Guessing.
2. Select the radio button "on".
3. Type the minimum number of digits in the text field of "Number Guessing Minimum Length".
4. Click on "Apply" and "Save".

# Speed dial

You can use the numbers 0 to 30 and the special characters # and * to speed dial frequently and/or long numbers without having to enter the complete phone number. The numbers must be set on the phone's web interface first:

1. Open Setup > Speed Dial.
2. Enter one phone number with any required prefixes (area code, country code, operator/auto attendant, etc.) in the text field for each respective number or special character.

   **Note:** Type each phone number without spaces or punctuation between the digits.

   For example: You want to be able to speed dial the phone number 555-1784 in area code 917 by pressing the 1 key. In conventional notation you might write the number down as (917) 555-1784. In the speed dial table, type 9175551784 into the text field of the number 1.

   If you want to add a name or other data before or after the number, type the number in angled brackets <>. Example: Accounting <9175551784>.

3. Click on "Apply" and "Save". You can now speed dial the number by pressing 1 and ✓ on the phone.

# Software update

## Manual update

1. Open snom's web page at www.snom.com.
2. Click on Support > Download > Firmware.
3. Click on the phone to be updated.
4. Click on the firmware version currently running on your phone.
5. Click on the firmware version you want to update to.
6. Right-click on the version's link and copy it.
7. Open the phone's web interface > Setup > Software Update.
8. In the Manual Software Update area, paste the link into the text field behind Firmware.
9. Click on Load. The phone begins to reboot.
10. If the phone asks "Reboot?", press ✓.
11. DO NOT DISCONNECT THE POWER WHILE THE PHONE IS REBOOTING!

## Auto provisioning

See our web page http://wiki.snom.com/Features/Mass_Deployment for information.

1. Open the phone's web interface > Setup > Advanced > Update tab.
2. Please read the instructions at "?" of each line carefully.

# Troubleshooting

## Reboot

1. Press .
2. Press 5 Maintenance.
3. Press 3 Reboot.
4. When asked whether to "Reboot?", press ✓.
5. Wait for the idle screen to reappear.

## Hard reboot

Disconnect the power, wait for a few seconds, and reconnect. Wait for the idle screen to reappear.

**Warning:** Never disconnect the power during a firmware update!

## Reset to factory values

1. Press .
2. Press 5 Maintenance.
3. Press 4 Reset values.
4. Enter the administrator password and press ✓.
5. Wait for the idle screen to reappear.
6. See “Initialization” on page ... to continue.

**Warning:** All customized settings will be lost!

## TFTP Update

When there is no other way to get the phone to work (administrator password lost, etc.). How it is done: See http://wiki.snom.com/Firmware/Update/TFTP_Update/en.

**Warning:** All customized settings will be lost!

## Manual initialization

When automatic initialization via DHCP fails, enter the values for netmask, IP gateway, and DNS server manually after each prompt on the display.

# Contacting snom Support

Please visit our knowledge base and our forum first. You may find the answer to your question in one of the topics there. If you haven't found an answer or a solution to your problem, please post your question or problem on the forum (http://forum.snom.com).

> **Note:** The forum is accessible to the general public. Do not post any private and/or security-relevant information there. This includes MAC addresses, SIP headers, etc. that may allow others to hack into your system or use your identity for nefarious purposes.

If you haven't received an answer or solution within a reasonable amount of time (generally two work days), send the link to your posting to Support. You need to create a support account first, if you don't already have one.

## Creating a support account

1. Open snom's web page at www.snom.com.
2. Click on the Support tab to open the Support window.
3. Click on End Customer Support.
4. On the Support Center page, click on Register new account. (Neu anmelden)
5. Fill out the form and click Register. (Anmelden)
6. You will receive an automatic email. Click on the link to activate your account.
7. You will receive a second email containing your account name, email address, and password.

You can now submit tickets requesting support to snom Support.

## Submitting a ticket

1. Open snom's web page at www.snom.com.
2. Click on the Support tab to open the Support window.
3. Click on End Customer Support.
4. On the Support Center page, enter your email address and password and click on Login.
5. Click on "Ask for support". (Eine neue Anfrage/Frage stellen)
6. Follow the instructions on the screen.

## Submitting system and settings information

### System information

1. Open the phone's web interface > Status > System Information.
2. Copy the text under System Information into your forum posting or into the email, if Support has asked you to contact them by email.

   Make sure to delete the MAC address and the IP address, if it is a public one.

### System information

Open the phone's web interface > Status > Settings. Make sure to delete private and/or security-relevant information like the MAC address, public IP address, etc.

# Traces

snom Support may ask you to submit a SIP Trace and/or a PCAP Trace to help them analyze your problem.

## Performing a SIP Trace

1. Open the phone's web interface > Status > SIP Trace.
2. Click on "Clear" to clear the page.
3. Recreate the error to be documented in the trace.
4. Click on "Reload".
5. Copy the text and submit to Support in whatever form they requested you to use.

## Performing a PCAP Trace

1. Open the phone's web interface > Status > PCAP Trace.
2. Click on "Start" to start recording network traffic.
3. Click on Stop to end recording.
4. Click on the "here" link to open the file download window and save the file.
5. Submit the file to Support in whatever way they requested you to use.

# Status messages

Whenever there is a current message concerning the status of the phone, it will be displayed in the status bar. If there is more than one current message, the one with the highest priority will be shown. Show all current messages by pressing the function key i, if available, or by pressing ☰ > 6 Information > 1 Status Info. The messages in descending order of priority:

| Status message | Definition |
|---|---|
| SW | A firmware update is available |
| Reboot required | Reboot required, for example to have settings changes take effect |
| SIP disabled | The phone cannot make calls due to license problems |
| Error | Self-explanatory |
| Low memory | Self-explanatory |
| Remote directory is too big | The remote directory is too big to be imported |
| Not Registered: *<account>* | The specified identity/account is not registered |
| Waiting for *<name/number>* to be available | Waiting for call completion to busy or currently unavailable number |
| *<account>* is now available | The dialed number is not busy anymore or is now available |
| Forward when Busy: *<name/number>* | Call forwarding is on. When your phone is busy, incoming calls will be forwarded to the phone number indicated |
| Forward after Timeout: *<name/number>* | Call forwarding is on. When an incoming call is not picked up within the number of seconds set in Settings > 2 Call Features > 1 Call Forwarding > 3 Forward after Timeout > 3 Call Forwarding Time, the call will be forwarded to the phone number indicated |
| Contacting NTP server | Network Time Protocol (NTP) is a protocol for synchronizing clocks over data network. If the connection is interrupted, the phone will not be able to display the correct time. |
| NTP server unreachable | |
| HTTP Password not set | Self-explanatory |
| Admin Password not set | Self-explanatory |
| Keyboard locked | Self-explanatory |
| DND active | Self-explanatory |
| You have messages | Self-explanatory |
| You have new messages | Self-explanatory |
| Old messages | Self-explanatory |
| Missed: *<number>* | The number of calls you missed since the last time you checked the list of missed calls or turned off the missed call indication |

# Wall Mounting

Not included in the delivery are the two screws (diameter of head between 6 and 9 mm, diameter of body max. 4.5 mm) and two screw anchors/molly bolts/wall plugs appropriate for your type of wall.

1. Anchor the screws in the wall, using the measurements given in Fig. 1 and Fig. 2.
2. Unscrew the slide guides for the footstand from the back of the phone (Fig. 3).
3. Plug the long end of the handset cord into the connector labelled " " on the back of the phone and place the cord in the cable guide (Fig. 4).
4. Hang the phone on the screws by placing the holes on the back of the phone over them (Fig. 5).

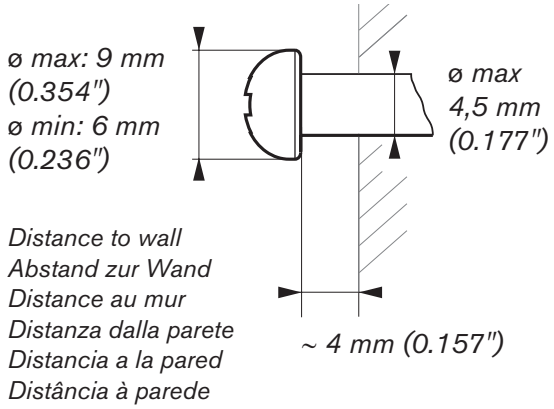



Fig. 1

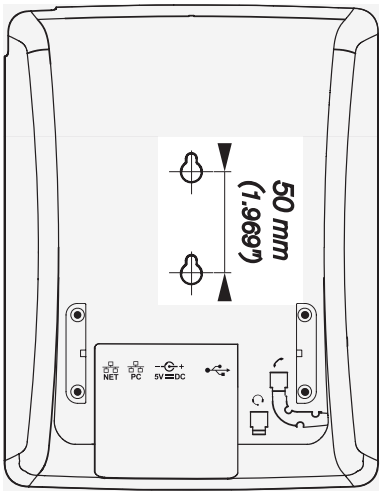



Fig. 2

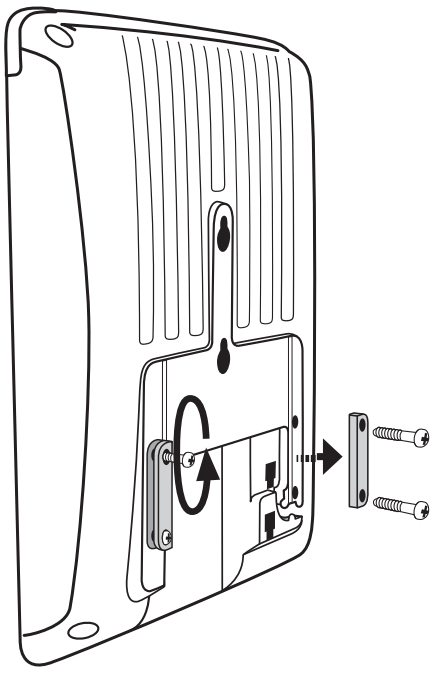


Fig. 3

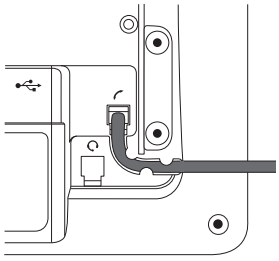


Fig. 4

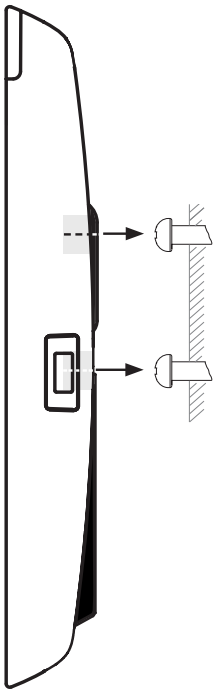


Fig. 5

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